

UTAH DIVISION OF AGING AND ADULT SERVICES



UTAH SCSEP FOUR YEAR STRATEGIC PLAN

PY 2008

Section 1 Purpose of the State Plan

The Department considers the State Plan as an opportunity for the state to take a longer term, strategic view of the SCSEP in the state, including SCSEP's role in workforce development, given projected changes in the demographics, economy and labor market in the state. In developing the State Plan, the Governor or his/her designee should address the role of SCSEP relative to other workforce programs and initiatives as well as other programs serving older workers, and should articulate how all the grantees operating in the state examine and as appropriate, plan longer-term changes to the design of the program within the state so as to better achieve the goals of the program.

The Utah Division of Aging and Adult Services (DAAS) was awarded the State grantee contract for the Department of Labor Senior Community Service Employment Program. The Senior Community Service Employment Program (SCSEP) is a training and employment program for individuals 55 years of age and older. The Utah SCSEP program provides:

- **Job Search**
Activities designed to assist seniors search for jobs openings where the requirements are consistent with their knowledge and skills.
- **On-The-Job-Training**
Placing seniors in employment positions where the employer agrees to provide the training necessary for the position as part of their employment.
- **Resume Development**
Teaching senior job seekers how to write resumes that accurately describe their knowledge, skill and experience.
- **Skill Assessment**
The completion of an employment assessment that will assist seniors identifies their skills and barriers, which is used in the formation of an Individualized Employment Plan.

This Four Year Strategic Plan was written in collaboration with partners located in the State of Utah. Partners include Salt Lake County Aging Services, Davis County Bureau of Health Promotions and Senior Services, and Weber Area Agency on Aging.

Section 2 Involvement of Organizations and Individuals

As required in Section 503(a)(2) of the 2006 OAA Amendments, the State Plan must describe the state's process for ensuring the involvement and seeking the advice and recommendations of representatives from:

The Utah SCSEP programs has partnered with the following Organizations and Individuals:

- Utah Division of Aging and Adult Services (State Unit on Aging and Grantee under Title III of OAA)
- Utah Department of Workforce Services (Workforce Investment Act)
- Easter Seals (Private nonprofit agency providing National SCSEP employment services)
- Utah Medicaid
- Social Security Administration
- Salt Lake County Aging Service (Utah sub-grantee providing SCSEP employment services)
- Davis County Bureau of Health Promotions and Senior Services (Utah sub-grantee providing SCSEP employment services)
- Weber Area Agency on Aging (Utah sub-grantee providing SCSEP employment services)
- Salt Lake Community College
- Internal Revenue Service
- Senior Corps Of Retired Executives (SCORE)
- USDA Forest Service
- Utah Developmental Disabilities Council

The Utah SCSEP partners have provided their support by providing letters attesting to their participation in the Appendix section C of this strategic plan.

Section 3 Solicitation and Collection of Public Comments

The State Plan must include a description of the state's procedures and schedule for ensuring an open and inclusive planning process that provides meaningful opportunity for public comment. Any individual or organization may comment on the State Plan.

Appendix A

Section 4 Basic Distribution of SCSEP Positions within the State

a. Location of Positions.

State Plans must provide information on the ratio of eligible individuals in each service area to the total eligible population in the state. Reference should be made to the Equitable Distribution (ED) Report, which is required by Section 508 of the 2006 OAA Amendments. The State Plan must build on the ED Report in addressing the requirement to describe the basic distribution of SCSEP positions within the state. This report provides the information needed to assess the location of the eligible population and the current distribution of people being served. The report may be summarized to identify the areas, if any, that are significantly under-served or over-served. The State Plan must identify where slots need to be moved from over-to-under-served areas and outline the procedures to accomplish this task cooperatively without disruption to participants. The State Plan must also include timelines specifying when this slot movement will be accomplished. The most recent ED Report must be attached as an appendix to the State Plan. Both national and the state grantees are expected to move positions from over-served to underserved locations. All grantees operating within a state must consult with the state agency responsible for preparing the State Plan and the ED Report before moving slots from one geographic area to another. Grantees must receive final approval from the state grantee and the Department before moving slots.

DAAS and Easter Seals agreed upon the State Equitable Distribution Report. Davis County is the most under-served county of the State. All partners participated in exchanging slots geographically across the state to make the program financially feasible for all. All partners retained the same number of slots, although potentially in different counties. Following negotiations, five counties (Sanpete, Daggett, Rich, Summit and Kane) were over by one slot and three counties (Davis, Salt Lake, and Weber) remained under-served. There doesn't seem to be a fair way to move any more slots around without endangering the entire program for some sub-grantees. Last year, Utah had 21 of 29 counties that were adequately served. The remaining eight counties are either over- or under-served. This year, as mentioned above, Utah has only three counties that are under-served.

Equitable Distribution for PY 2007 attached in Appendix B

b. Rural and Urban Populations.

State Plans must provide information about the relative distribution of individuals residing in rural and urban areas within the state. This information may be included on a statewide basis, a county-by-county basis, a regional basis, or some other geographic area basis. The Governor or his/her designee must decide which approach will be utilized. The designation of areas as rural must be in accordance with the definition provided in 20 CFR 641.140 of the Interim Final Rule on Performance Accountability and made operational in the SCSEP Performance and Results Quarterly Progress Report (also known as "SPARQ").

Utah's Future Elderly – Key Facts

- Utah has the 6th fastest growth rate in the nation for people age 65 and older.
- The 65 and older population grew by 49,700 (27%) between 1990 and 2000 and will continue to increase by 50,000 (24%) between 2000 and 2010.
- The 65 and older population will grow by 126,700 (51%) from 2010 to 2020, when baby boomers begin reaching age 65.
- The 75 and older population will increase 60% between 2020 and 2030, when the baby boom generation begins reaching age 75.
- In Utah, one person will turn 65 years old every 23 minutes in 2015.
- By 2015, seven Utah counties are projected to have more than 15% of their population over age 65; 26 of the 29 counties will have more than 10% over age 65.

The Demographic Realities:

Utah will experience dramatic growth in its senior population:

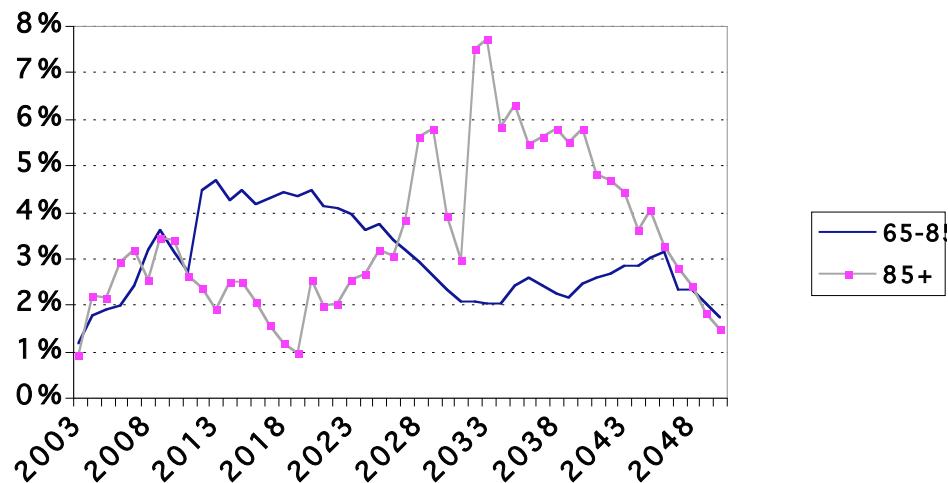
- The 65 and older population will increase from 213,201 in 2000 to 319,564 in 2015, a growth rate of 50%.
- By 2030, it will have grown to 544,529, an **increase of 331,328 or 155%** compared to Utah's senior population in 2000.

The Senior Boom

From 2000 to 2030, the largest growth in the older population will occur among 65 to 85 year olds. The 85 and older population will increase less dramatically; however, they will experience an increase of more than 100% between 2000 and 2030, and as the Baby Boom Generation ages, the 85 and older group will increase by 7 percent annually beginning in 2032.

- By 2015, the Utah's 65 to 85 year olds will increase by 51% (to 98,124), while those over 85 will increase by 38% (to 8,239).
- From 2015 to 2030, the 65 to 85 population will experience an increase of 72% (to 209,267), and the 85 and older population will increase by 52% (to 15,698).
- The primary growth in the age 65-85 population will occur between the years 2011 and 2030. The Baby Boom generation begins turning 85 in the year 2031.

Projected Annual Increase in Utah's Senior Population



Source: Bureau of Economic and Business Research, University of Utah, 2003.

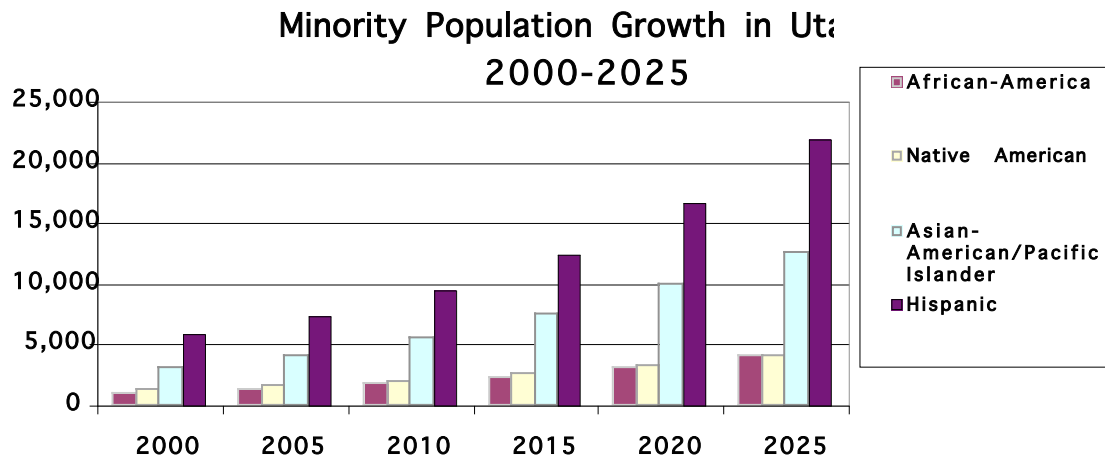
Aging in Utah by Gender

Women and men will not age equally. Among Utah's 65 and older population, women will outnumber men from 2000 to 2030 in both the 65-85 and the 85 and older age groups due to their higher life expectancy. The life expectancy of Utahns is 79 years (Utah ranks third highest in the nation); 76.7 years for males and 81.5 years for females. By the year 2025 the life expectancy will be nearly 85 for women and 79.5 for men. Elderly women will be an at-risk group having less retirement income than men and more often living alone. They will require more services because of their increased longevity and because many were not the primary source of income in their families.

- According to 2000 census figures, 40% of U.S. women over age 62 live alone, while only 17% of men over age 62 live alone.
- In 2001, the median income of older women was \$11,113, compared to \$19,688 for older men.
- Social Security provides more than half the income of nearly two-thirds of the elderly population, with women accounting for 57% of the recipients.
- Older women experience the majority of chronic illnesses (78%).
- The percent of women in the over 65 population will decrease from 57% to 54% in 2030 and men will increase from 43% to 46%.

Aging in Utah by Cultural and Ethnic Characteristics

Utah is one of the fastest changing states in the nation in terms of diversity; the minority population is expected to increase 278% by 2025. Projections of Utah's racial and ethnic population by age is unreliable due to the relatively small numbers involved, however, it can be assumed that increasing minority populations will include a corresponding increase in those over the age of 65. Increasing numbers of seniors in minority populations will require greater consideration of cultural customs in providing services.



source: Bureau of Economic and Business Research, University of Utah, 2003; Bureau of Census

The Impact on Utah Counties

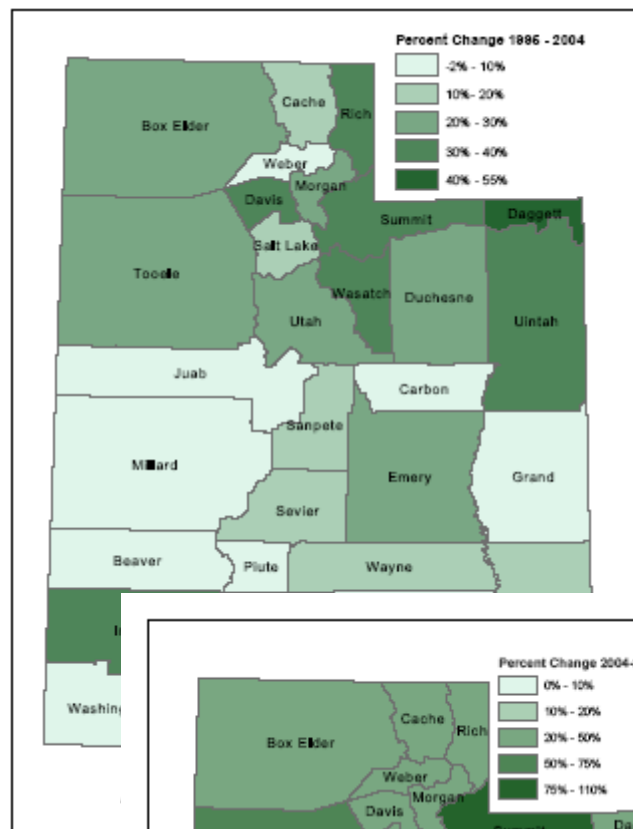
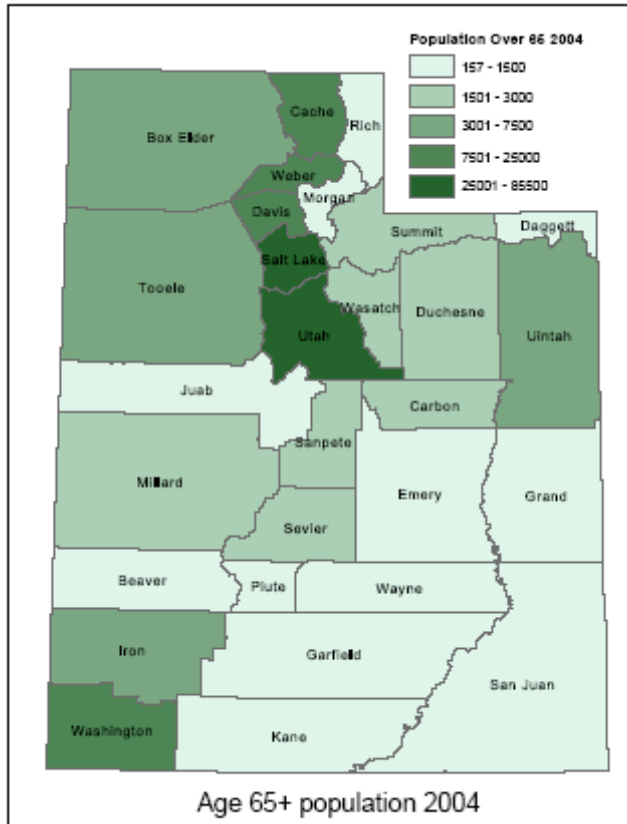
Many seniors want to “retire in place” or stay in the homes and communities where they have lived most of their lives. In other cases, seniors are moving to retirement communities or moving closer to their families. In some counties, the younger population is moving away in search of jobs. As a result, many Utah communities are showing signs of age. The 65 and older populations of Piute, Kane and Washington counties are already over 17 percent, with several rural counties close to that percentage.

- According to the 2000 Census, 8.5 percent of Utahns were aged 65 or older; in the United States 12.4 percent of the population was over age 65.
- By 2015, seven Utah counties will have more than 15% of their population over age 65.
- All but Cache, Utah and Tooele counties will have at least 10% of their population over age 65 by the year 2015.
- The growth of the senior population may significantly impact a community’s tax base and its ability to fund and provide public services needed by seniors.
- Although rural counties already have some of the largest percentages of seniors in the state, rural communities often have limited access to, and funding for, public transportation, healthcare, and other social services needed by seniors to live independently.

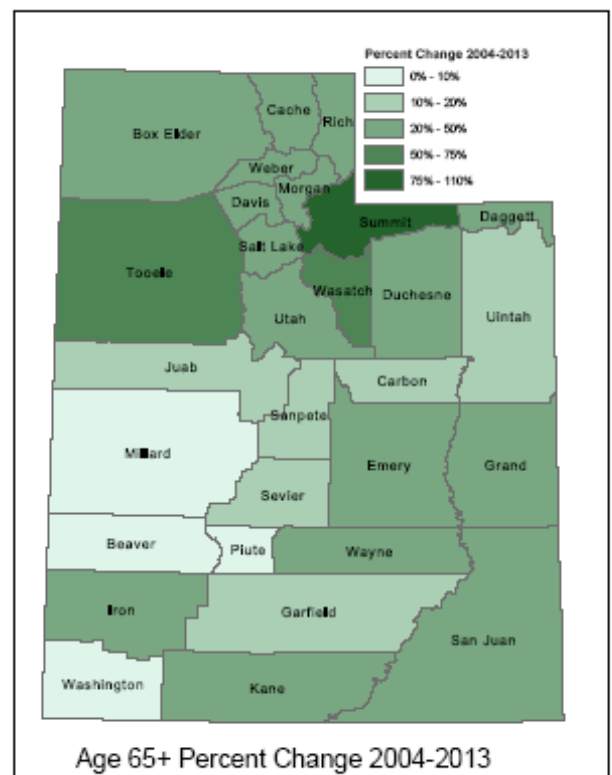
The following maps illustrates the current and projected distribution of Utah’s senior population among the state’s 29 counties:

The first map shows the percent of the county population over age 65 in 2004. The counties with the highest percentage of seniors are in the retirement communities in Southwest Utah, as well as in Piute, Daggett and Rich counties, three of the least populated rural counties in the state. Much of rural Utah already has more than 13 percent of its population over age 65.

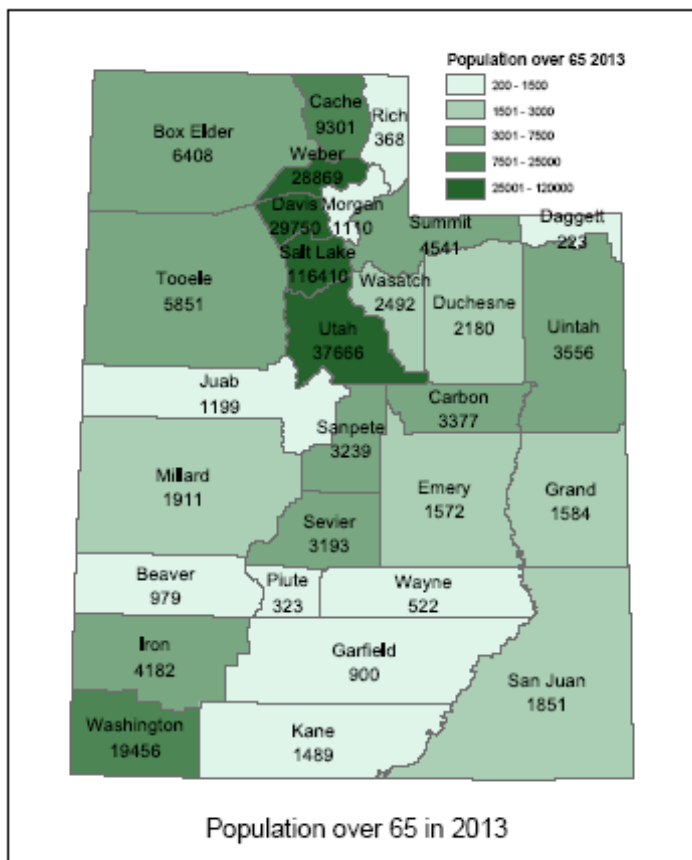
The second map illustrates the number of seniors in each county as of 2004. This map shows that most seniors live along the Wasatch Front, from Cache County to Utah County and a large number now live in Washington County.



The third map describes the percent change in the senior population in Utah over the past ten years. This map shows that the percent of the population over age 65 has increased in different types of counties – urban and rural, retirement destinations and aging communities.



The fourth map projects the percent change in the senior population by county over the next ten years. It is anticipated that the senior populations will grow most rapidly in Summit, Wasatch and Tooele counties.



The last county map shows the expected senior population in ten years (2013). The majority of seniors are expected to live along the Wasatch Front – Cache, Weber, Davis, Salt Lake and Utah Counties – and in the retirement communities in Washington County.

Utah's Workforce of the Future

Productive Aging. The baby boom generation has the highest labor force participation rates for both men and women than any other generation before them. For a variety of reasons, many older workers will continue working beyond the traditional retirement age as full or part-time employees or as volunteers. Retaining senior workers can be a substantial benefit to both the employer and the seniors themselves. Seniors provide a qualified and experienced labor force to support Utah's economic growth and quality education.

- The withdrawal of older workers from the labor force results in a national loss of productivity estimated at \$100 billion per year.
- Two-thirds of baby boomers intend to work at least part-time after age 65.

Older workers. Although many seniors will need to work longer either in full time or part-time employment, there are a number of advantages to those who work longer and their employers. A large percentage of seniors plan on working beyond age 65.

- 45% of older workers do not plan to retire at age 65; 27% plan to continue working past age 70 and another 18% plan to work past age 80. Two-thirds of baby boomers intend to work at least part-time after age 65.
- 48% of employable Utahns between ages 55 and 64 work full-time and 13% work part time.
- Some of the benefits of employing senior workers include:
 - Seniors have low absentee and turnover rates
 - Retain institutional values and memory
 - Continue to pay into benefit programs but utilize benefits and pensions less
- Older workers benefit from working after age 60 because they:
 - Have income 1.5 times that of the average retiree
 - Report very good to excellent health and believe they will live longer than retirees
 - Participate in an active lifestyle

Employment needs for the aging population. A growing senior population will create the need for many more health care and eldercare professionals. It is anticipated that there will be ongoing shortages of caregivers, nurses, physical therapists, occupational therapists and medical specialists in geriatrics. Several years are required for education and training in most of these professions; methods to attract individuals into long-term care professions to address the needs of Utah's aging population should be under way now.

Excerpts from: The Utah Aging Initiative,

Anticipating the Opportunities and Challenges of our Aging Population, *Utah*

Department of Human Services and Center for Public Policy and Administration – University of Utah

<http://www.hsdaas.utah.gov/pdf/aging-initiative.PDF>

c. Specific Population Groups.

State Plans must provide information about the relative distribution of those eligible individuals who must be afforded priority for service as provided at OAA sec. 518(b) and certain other population groups cited in the statute as listed below. All grantees operating within the state should describe the recruitment and selection techniques they are currently utilizing in developing this section.

OAA sec. 518(b) defines priority individuals as those who qualify based on one or more of the following criteria: Are aged 65 years or older; or Have a disability; Have limited English proficiency or low literacy skills; Reside in a rural area; Are veterans or their spouses who meet the requirements of the Jobs for Veterans Act, 38 U.S.C. sec. 4215(a)(1); Have low employment prospects; Have failed to find employment after utilizing services provided under Title I of WIA; or Are homeless or at risk for homelessness.

Other populations identified in the statute are defined at OAA sec, 503(a)(4)(C)(i)-(iv) as: Eligible individuals with the “greatest economic need” (as defined in 20 CFR 641.140); Eligible individuals who are minority individuals; and Eligible individuals who are individuals with “greatest social need” (as defined in 20 CFR 641.140).

Each sub-grantee will recruit their enrollees. They will use their own recruiting methods including: notices in senior centers, word of mouth, newsletters, employment want ads, various religious organizations, recruiters and the Department of Workforce Services. This program also recruits eligible enrollees at the homeless shelters and through the Ex-Offender Program at the Prison. One-Stop Centers will be used with each participant. The participant will be required to enroll at the One-Stop Center and sign up for all available services. The One-Stop Centers in Utah provide electronic employment boards to ease participant job searches. Depending on the sub-grantee, the participants may be required to review job leads weekly and visit those leads.

Eligibility will be determined and verified by each project manager using the TEGL 12-06, which revised the income inclusions and exclusions for this program. Each program has a form containing the required eligibility requirements that are used for eligibility purposes. All information will be recorded on this form. In addition, copies of the verification will be kept on file. It is the intent of the program that project managers actively recruit minority individuals for participation in the program. To the extent possible, the individuals listed in the eligibility information below will be given preference for enrollment in the program. The priorities listed below will not result in termination of an individual currently on the program:

The Utah SCSEP program has decided to analysis its Strengths, Weaknesses, Opportunities, and Threats to the recruitment and selection techniques.

Strengths

- Salt Lake County Area Agency on Aging has a strong outreach effort aimed at the minority communities. This allows them to provide services to individuals with limited English proficiency and low employment prospects.
- Salt Lake County Aging Services Senior Employment Program has nearly doubled the number of minority individuals served over the past 4 years. Strong efforts in Minority Population Outreach have been an emphasis. Target marketing has occurred in Spanish Language periodicals with feature stories and paid advertisements. Senior Employment Program staff members are members of or active participants in the following organizations:

- Division of Aging & Adult Services (DAAS) Latino Focus Group
 - The Center for Multicultural Health, Utah Department of Health
 - Mexican Consulate
 - Multi-Cultural Legal Center
 - Utah Health & Human Rights Project
 - Salt Lake Tooele Applied Technology College Multi-Cultural Committee
 - Hispanic Chamber of Commerce
 - Latino Business Coalition
 - Lutheran Social Services and Interfaith Refugee Coalition
 - Westminster College for Service-Learning
- They have a bi-lingual full-time staff member, along with interpreter services available through the University of Utah, Host Agencies, and liaisons with the above-mentioned organizations and committees. Host Agencies providing services to minority/immigrant/refugee populations serve not only as a resource, but make program referrals as well. There are multiple providers of ESL classes and oftentimes enrollment in ESL is the first step in the participants entering the Individualized Employment Plan.
- Weber Area Agency on Aging has a strong partnership with leaders of minority organizations:
 - Weber Area Agency on Aging has a partnership with the Marshall White Center and Midtown Clinic.
 - Weber has given referrals on behalf of a client about to become homeless to the H.E.A.T program, to Tri-County Weatherization, and to Ogden City Housing Authority for low-income housing. . It is standard at first interview to question all areas of clients' needs and refer them to the proper agency for help, even if they do not qualify for the SCSEP program.
- All sub grantees have great referral systems for supportive services to provide individuals with the services they need to find and or keep their employment opportunities.
- Davis County's Senior Employment Office is a program administered by the Davis County Department Health/Division of Family Health and Senior Services. This structure allows for access to the following resources: immunizations, health screenings, nutrition services, Medicaid/Medicare Part D education and assistance, Senior Service Caseworker assistance, Weatherization etc. Other community resources are Department of Workforce Services, Utah State Department of Rehabilitation, Utah Services for the Blind, food banks, Davis County Applied Technology College, Davis County Mental Health, Chamber of Commerce, Davis County Housing Authority, private sector employers for interview training; Center for Multicultural Health, faith based employment services.
- As part of the Area Agency on Aging (AAA), Salt Lake County Aging Services Senior Employment Program provides linkages for participants to services such as Senior Centers, Senior Transportation, Caregiver Support, Healthy Aging Program, Legal Services, and Medicare Information, and then provides other information and referrals to Valley Mental Health, ESL and Citizenship Classes, Deseret Industries for clothing, food pantries, free or low cost medical clinics, the V.A. Medical Center, Utah Housing Coalition, the Vocational Rehabilitation Division, Salt Lake Community College, Salt Lake Tooele Applied Technology College, Division for Services for People With Disabilities (DSPD), homeless

- shelters, Women Helping Women, Immigration and Naturalization Services and other social service providers.
- A year ago, Salt Lake County Aging Services Senior Employment Program had a new participant who had missed two appointments. When they tracked her down, they found out that her son had beaten her and kicked her out of the house. She was living in her car. Through the efforts of the program staff, they connected this participant to legal services, a battered woman's shelter, and Women Helping Women for clothing. Once she was stabilized in her private life, she was able to resume her training and was successfully placed a few months later.
 - Easter Seals SCSEPs are housed in the local Department of Workforce Services (DWS) one-stop offices. Easter Seals receives many of our referrals from other DWS caseworkers and other agencies that are also co-located within DWS, e.g., Vocational Rehabilitation, Heat, and Veteran Representatives. Easter Seals Participant Advisory Councils (PACs) provide us assistance with recruiting within a diverse population like the members of the PACs. We also have a close working relationship with Horizonte, operated by the Salt Lake School District, and with Dixon Middle School, operated by the Provo School District. Both work with students who are requesting assistance with English as a second language (ESL classes). Easter Seals has had great success in getting local host agencies to become training sites for participants who are in ESL classes. This has led to employment of some of the participants. Being in a friendly environment affords them the opportunities to learn English at a slower level than if they had to compete outside of the host agency

Weaknesses

- Davis County Bureau of Health Promotion and Senior Services currently does not interact with minority groups or organizations. This hinders their ability to serve all individuals from these respective groups.
- Based on DOL documentation requirements, Weber Area Agency on Aging is struggling to help certain minority populations. Most DOL documentation requirements (ID, medical records, head of household documentation, etc) scare off populations for fear of sharing information with other Federal Immigration agencies.
- Salt Lake County Aging Services has not partnered to a major extent with vocational rehabilitation providers to improve services for the disability populations. The Utah SCSEP Program has not exceeded its Department of Labors common measure of "most in need" for the last two years.
- Easter Seals must continue to reach out to different minority populations that are starting to grow within the various counties Easter Seals serves. In the rural areas, it has been difficult to find host agencies that will offer participants ESL classes and training on site.

Threats

- The Utah SCSEP program sees potential issues with individuals not applying for SCSEP services due to fears of losing benefits from other State Agencies.
 - Supplemental Security Income
 - Social Security Disability Insurance
 - Utah Medicaid
- Increase in DOL SCSEP documentation
- Language Barriers and cultural barriers: As Utah's minority populations grow, English as a second language is a growing concern. Each SCSEP sub-grantee has a limited number of employees who speak other languages.

- Utah's population is growing and diversifying at a rapid rate. Twenty percent of Utah's population growth is foreign-born, eleven percent of which are refugees. In recent years, refugee groups resettling in Salt Lake County have changed drastically: the refugees resettled in the 1990s were primarily Eastern Europeans, relatively familiar with western culture. The refugees who have resettled since 2000 are more diversified with smaller populations, predominately from Africa with smaller numbers from the Middle East and South Asia. These refugees are from cultures very different from that of the United States; they have typically spent many years in refugee camps before arriving in the U.S.; and are often illiterate in their own languages ("Refugee Working Group Recommendations to Governor Huntsman and Mayor Corroon," November 2007).
- The Salt Lake County Aging Services SCSEP program has had an increase in the immigrant and refugee population that it serves. Challenges are often not only language barriers, but also introducing and teaching these participants about a workforce culture with which they may have no familiarity can be difficult. For example, over the past 24 months, the Salt Lake County Aging Services SCSEP program has served many individuals with very limited, if any, English proficiency and who spoke the following languages: Spanish, Russian, Farsi, Arabic, Portuguese, Albanian, Tagalog, Marshallese, Cantonese, Hindi, Vietnamese, Italian, Turkish, and Armenian.
- Transportation issues for individuals hampers proper employment training and job placement. With the increase in gasoline prices some individuals are unable to find proper employment outside of a short driving distance or normal public transportation.
- Utah has very low unemployment. Currently it can be easier for an individual to find employment with higher wage without using SCSEP services. These low level jobs pay higher than the State mandated minimum wage (\$5.85) and provide a quick fix to the individuals' situation. Unfortunately, the skills needed to find better employment or employment that best fits their needs is not utilized as a basic education provided through SCSEP.
- Easter Seals must continue to reach out to different minority populations that are starting to develop within the different counties Easter Seals serves. In the rural areas, it has been difficult to find host agencies that will offer participants ESL classes and training on site.

With the information received under the Strengths, Weaknesses, and Threats, the Utah SCSEP Program has decided to that following Opportunities will be used over the next four years to help improve our recruitment and selection techniques.

Opportunities

- The Utah SCSEP sub-grantees will improve their presence in minority communities.
 - Davis County has a small minority population. All Minority Organizations are located in Salt and Weber Counties. Davis County Senior Employment staff will be meeting with representatives from the Utah Department of Health, Center for Multicultural Health to enlist their support in locating minority job seekers in Davis County.

- Weber Area Agency on Aging goal is to gather information from Salt Lake County Aging Services on best practices in establishing meaningful contact with minority groups in Weber County.
- Salt Lake County Aging Services has the benefit of having multiple social service agencies that serve minority, immigrant, and refugee populations located within the county. Many of these organizations are charged with serving the entire state of Utah. Salt Lake County Aging Services SCSEP Program will spearhead a tri-county marketing consortium to educate and inform these partner agencies that the SCSEP Program is available for their appropriate clients served in Davis and Weber/Morgan counties.
- Davis County Bureau of Health Promotion and Senior Services will take advantage of the local cable channel 17 to promote SCSEP services. This local cable channel provides a weekly hour-long program dedicated to senior services.
- Each sub-grantee will provide individuals with all information regarding transportation services in their area. The Utah Transit Authority is in the process of improving transportation services along the Wasatch front.
- The Utah SCSEP program and its partners will look for a cost effective, useful assessment tool. A proper assessment tool helps the Utah SCSEP program more effectively serve the SCSEP participants. With an improved assessment process, training needs and learning abilities and styles will be better identified. With this, better training opportunities and placements will be recognized, and based on better placements, there should be an increased unsubsidized placement rate.
- Easter Seals is using a radio public service announcement to assist in recruiting in rural areas. Continually working within the local DWS offices has proved to be a great recruiting tool in finding eligible participants.
- The Utah SCSEP program presented to the Department of Labor our recommendations to increase our “most in need” common measure.

Most in Need past performance:

- PY 2005 54% YTD 67% Goal
- PY 2006 61 % YTD 65% Goal
- PY 2007 2.88 Q1
2.30 Q2 2.50 Q2 National Average / 8% off National Average

Short Term Goals

- Host site target recruitment (improved / increase referrals from Host Agencies)
- Build partnership with VA, Food Banks, Homeless Shelters, etc for referrals (CBO)
- Minority community outreach (flyers, mailers, special targeted events, churches, support groups, etc)
- Utah SCSEP sub-grantee program managers to join WIA local boards
- Re-train staff to observe and detect priority / waiver “most in need” criteria
- Each Utah SCSEP sub-grantees will perform an audit to review proper priority / waiver entries
- Priorities Wait List by priority / waiver criteria

Long Term Goals

- Identify cost effective Assessment Tool to properly identify priority / waiver criteria
 - Utah DWS (Work Readiness Assessment pilot program)
 - O*Net assessment tools
 - Other State SCSEP assessment tools
- Participation on Governor's Taskforce on Refugees
- Tri-County Minorities Coordinated Outreach (services extended to outlier counties by assorted minority organizations)

Section 5. Supporting Employment Opportunities for Participants.

Grantees operating within the state must identify employment projections for high growth industries and occupations in the state as well as other industries and occupations which provide substantial employment opportunities but are not considered to be high growth. Applicants must identify which of these industries and occupations provide substantial employment opportunities for SCSEP participants. Applicants must also describe the employment histories and the types of skills possessed by eligible individuals in the state.

The current and projected employment opportunities in the state and the types of skills available among the eligible populations have direct implications for the host agencies that grantees recruit to participate in the program; the types of training positions available at the host agencies; skill training offerings that grantees locate or develop; and training linkages that grantees negotiate and establish with the One-Stop. The State Plan must discuss how all the grantees in the state will collaboratively address those issues to ensure that community service employment assignments are truly providing skill training that meets the needs of both participants and employers.

For the Utah SCSEP program to identify employment projections, DAAS has determined that a basic understanding of the Governor's economic goals and those of the Department of Workforce.

State Vision

The plan to revitalize Utah's economic base focuses on creating an environment that attracts and retains good businesses. The state's tax and policy environment must be more appealing if businesses are going to choose to locate or remain here. If Utah is successful in attracting and retaining good businesses, job growth and long term economic prosperity will follow naturally. Identified below are the keys to the Governor's ten-point economic plan:

1. Revamp Utah's Tax Structure
2. Improve the Competitive Environment for Small- & Medium-Sized Companies
3. Recruit Businesses to Our State
4. Attract More Capital
5. Promote Growth in Target Industries
6. Enhance Utah's National and International Image
7. Capture Global Opportunities for Utah Companies
8. Promote Tourism
9. Energize Economic Development in Rural Communities
10. Make State Government More Efficient

http://www.utah.gov/governor/economic_development.html.

Department of Workforce Services

A highly skilled, well-trained workforce is the cornerstone of Utah's economic development.

This is emphasized in Governor Huntsman's four key objectives for the State of Utah:

- Economic Development
- Education
- Transportation

- Environment

The Utah Department of Workforce Services (DWS is Utah's designated One-Stop operator, and its strategic plan dovetails with the Governor's objectives). The DWS five-year strategic plan states, "With efficiency, effectiveness, and humanity, the Department of Workforce Services will:

- Promote economic stability and self-sufficiency for all our customers
- Contribute to the development of a workforce that is prepared for the jobs of today and the future
- Provide a dynamic employment exchange system
- Support quality of work-life for all DWS employees"

<http://jobs.utah.gov/wia/finalplan.pdf>

Utah WIRED Grant

Utah has one Regional Economic area with a Department of Labor WIRED grant. The following is the description of that area:

"Wasatch Range North Central Utah, an eight county region known as the Wasatch Range region, is at a critical juncture as the region faces a severe workforce shortage. The region, which includes Salt Lake City and Provo, seeks to develop a well-educated and well-trained workforce and the opportunity to prosper economically.

"As part of a collaborative effort of state and local government, academia and private industry, a plan to expand access to workforce training programs and attract high-growth, technology-based businesses has been proposed. With the help from the education entities such as Salt Lake Community College and University of Utah, the plan promotes the training and advanced educational degrees that will create a talent pool capable of filling the innovation jobs of the 21st Century. Additionally, the state identified life sciences as an industry capable of yielding many jobs in the Wasatch Range region. High technology jobs – such as those in the life sciences industry – pay 75% higher than the average job in Utah. The region will utilize the resources provided as a Second Generation WIRED region to train and prepare Utahans for jobs in this sector in addition to expanding opportunities for employment in all high-growth industries.

"The regional partnership has developed 4 strategies to promote economic and workforce development within the region:

"1. Create outreach programs: These programs will help recruit and fully engage available workers and emphasize the region's potential employment strength, such as in the life sciences sector.

"2. Expand successful training programs: These programs include lab-based training for students and educators.

"3. Partner with research: Partnerships will include research universities and industry research and development laboratories to ensure the Utah biotechnology workforce meets the needs of Utah's most innovative companies.

"4. Create a "bioincubator": Local education centers can be utilized by students to carry out small, entrepreneurial life science-based projects." (Utah WIRED grant

http://www.doleta.gov/wired/regions/2g_Wasatch_Range.cfm)

The Utah Department of Workforce Services has provided economic and labor market for the State of Utah in their Workforce Investment Act Strategic Plan PY 2007-2008.

<http://jobs.utah.gov/wia/finalplan.pdf> The Utah SCSEP program is planning its four year strategic plan around these labor markets and the Utah WIRED grant.

Industry Sector

- Increasing industry
 - Healthcare industry
 - Educational infrastructure
 - Technology-based computer systems
 - Social assistance
 - Administrative and support services
- Decreasing industry
 - Agriculture

Occupational Growth

- Oil / Gas
- Office and administration support

The Utah SCSEP program is concerned with the projected industry and growth sectors. These industries require basic skills by the employer. Basic skills are defined by the Department of Workforce Services as: ***“The skills of reading comprehension, active listening, speaking, writing, critical thinking, active learning, coordinating, instructing, monitoring, time management, and decision-making rank”***. Most Utah SCSEP potential clients do not have these skills required by employers. The following is an analysis of Utah’s SCSEP Strengths, Weaknesses, Threats, and Opportunities in employment opportunities for participants.

Strengths

- Most of the Host Agencies in the Utah SCSEP program train the individual in skills needed to be employed in the Healthcare industry (Administration, Supportive Services and Intake).
- Most of the Host Agencies in the Utah SCSEP program train the individuals in skills needed to be employed in the Educational Infrastructure (Administration, Support Services and Intake).
- Most of the Host Agencies in the Utah SCSEP program train the individuals in skills needed to be employed in the Social Assistance (Administration and Support Services).
- All Utah SCSEP program individuals have access to training in adjunct services for all growth industries (Janitors, Drivers, Kitchen help, etc).
- All Utah SCSEP programs have partnered with community colleges and technology colleges for skill-specific training
- Easter Seals SCSEP uses monitoring and rotation of host agencies to ensure the participants are continually learning and acquiring skills that will aid them in finding and retaining employment when the community service training has completed. The monitoring visits are to educate the host agency supervisors about the goals of SCSEP. The monitoring offers the host agency and the participant to share feedback about how the training is readying the participant for employment and what additional training the participant may need to become employable.

Weaknesses

- Most Administrative and Support Services jobs lead to low pay.

- The education level for most high growth industries is out of reach for most SCSEP individuals. Currently over 50% of Utah's SCSEP participants have a high school diploma or less.
- Workforce Investment Act training funds have been reduced over the last three years.
- Utah SCSEP candidates have trouble accessing Utah Workforce Investment Act services.

Threats

- Basic skills needed for employment defined by the Utah Department of Workforce Services (mentioned above).
- Utah's low employment rate causes a struggle with Utah's younger workforce. 50% of Utah's workforce is 35 years or younger. This allows employers to discriminate in favor younger workers.
- Utah SCSEP candidates have trouble accessing Utah Workforce Investment Act services.

With the information covered under the Strengths, Weaknesses, and Threats, the Utah SCSEP Program has decided to the following Opportunities will be used over the next four years to help improve our supporting employment opportunities for participants.

Opportunities

- The Utah SCSEP program will become involved with the Utah Department of Workforce Services WIRED Grant. This collaboration will include building relationships with WIRED Strategic partnerships include the Utah Department of Workforce Services, GOED, Utah Centers of Excellence (innovation into commercialization), USTAR (Utah Science, Technology and Research), Salt Lake Community College, technical colleges, state research universities and statewide economic development organizations within the region, professional associations and industry.
- The Utah SCSEP program sub-grantees (Salt Lake County Aging Services, Davis County Bureau of Health Promotion and Senior Services, and Weber Area Agency on Aging) will become members of the Local Workforce Investment Act board.
- The Utah SCSEP program and its partners will look for a cost effective, useful assessment tool. A proper assessment tool helps the Utah SCSEP program more effectively serve the SCSEP participants. With an improved assessment process, training needs and learning abilities and styles will be better identified. With this, better training opportunities and placements will be recognized, and based on better placements, there should be an increased unsubsidized placement rate.
- The Utah SCSEP program will contact The Center on Aging & Work at Boston College about a "possible" blue-collar workforce retirement study.
- The Utah SCSEP program will work with the Local Workforce Investment Act boards to find ways for SCSEP individuals to access WIA services.
- Easter Seals SCSEP will better utilize their Business Advisory Council (BAC) to assist in making assessments on participants' resumes, interviewing skills, and additional skills needed to better prepare them for employment. Easter Seals is evaluating assessment tools to determine which one will be the best fit for the program, to provide better assessment of a participant's skills when entering SCSEP and assess how they have improved upon exiting SCSEP.

Section 6 Increasing Participant Placement in Unsubsidized Employment and Employer Outreach

This section must describe the state's overall goals and strategies related to placing participants in unsubsidized employment. This includes goals and strategies in each of the following areas: engaging and developing partnerships with employers; identifying employment opportunities with established career ladders; placing individuals in high growth industries and occupations as well as other industries and occupations that provide substantial employment opportunities for participants; and retention activities once participants enter the workforce.

The plan must also identify the state's strategy for increasing the level of performance for all grantees operating with the state for entry into unsubsidized employment by SCSEP participants, including the grantees' plans for providing training in addition to the training provided as part of a community service employment assignment. Such training may include lectures, seminars, classroom instruction, individual instruction, online instruction, private sector on-the-job experiences, work experience or other arrangements (OAA sec. 502(c)(6)(A)(ii)).

Enrollees will be registered with Department of Workforce Services to utilize its resources in locating jobs. Enrollees will make regular contacts with the Department of Workforce Services or sign-up on the DWS website. Most of our sub-grantees have required all participants to sign-up of the DWS website and review their accounts for any job referrals.

Host sites will be expected to make every effort to retain enrollees in their regular work force as vacancies occur. Coordination with the Department of Workforce Services is essential. The coordination between DWS and SCSEP has greatly improved due to the local SCSEP programs participating on the DWS regional councils as well as the DAAS providing workshops for the Council of Councils Conferences. The private sector is better educated about the SCSEP and wants to learn more. Project managers and/or job developers will solicit job openings with the private sector in the high-growth industries, e.g., health care, information technology, biotechnology, geospatial technology, automotive, retail, advanced manufacturing, construction, transportation, hospitality, financial services and energy.

A part of the developer's job will be to match employers with suitable enrollees. A telephone follow-up with the enrollee will be conducted within 30 days, 90 days, and 180 days after placement. This information will be recorded on the unsubsidized employment placement follow-up form and kept in the enrollee program file. The Utah SCSEP program has struggled with plans on how to implement the Utah WIRED grant. The majority of participants in the SCSEP program lack the skills and education to perform in these high tech jobs. With this in mind, the Utah SCSEP program will implement the WIRED grant landscape by providing training to our participants that provides supportive services to these high tech jobs (Administrative secretaries, janitorial, baby sitting, office specialists, etc). We feel this will provide participants a realistic chance of finding unsubsidized placement and strengthening their retention in that placement.

The Utah SCSEP program has decided to analysis its Strengths, Weaknesses, Opportunities, and Threats to increasing participant placement in unsubsidized employment and employer outreach.

Strengths

- The Utah SCSEP program provides all types of education opportunities for its individuals. These classes and services have been helpful for unsubsidized employment.
- Davis County Bureau of Health Promotion and Senior Services has a strong employer outreach in the community. The culmination of these activities leads to an annual 55+ Job Fair that attracts over 40 employers and 400+ job seekers. The 55+ Job Fair is an example of the strong partnership developed between Davis County Senior Services, Utah Department of Workforce Services, LDS Church Employment Services and local employers.
- Salt Lake County Aging Services had had wonderful success with Host Agencies employing SCSEP individuals. The Host Agencies have been able to provide such wonderful training that the participant has become a valuable team player. Salt Lake County SCSEP continues to recruit new Host Agencies to serve a more diverse participant population. This has increased opportunities for the growing diverse participant population to secure unsubsidized employment.
- Easter Seals SCSEP, like Salt Lake County Aging Services, has had a great response with the host agencies employing participants who have been assigned to them. Also, by being located throughout Utah, Easter Seals staff can be involved in many different Job Fairs, thus, giving Easter Seals staff an opportunity to know many of the same companies and their recruiters. This leads to a better understanding of which employers offer employment that meets the skills and needs of the participants. Easter Seals staff has worked hard to ensure every participant is registered at their local DWS one-stop to take advantage of job searching and listings within their areas. Our staff members teach participants how to access the DWS system online and place their resumes into the system. Participants can go into the system and customize their resumes for any job for which they are applying. These are skills that can be used when participants apply for jobs online outside of the DWS system. Participants doing job search activities are required to provide proof of different employers contacted and how these employers were contacted, so the Easter Seals staff can assist them with what will be each participant's next step.

Weaknesses

- The Utah SCSEP program is concerned about the vague DOL definition of "career ladders". The DOL definition is "*established career ladders can mean something as simple as moving from clerk to shift supervisors*". The individual who qualifies for SCSEP services has a different idea of career ladders. The individual usually wants the skills to earn increases in salaries, but typically does not have ambitions to move up the corporate ladder. Some individuals would rather have more "flexibility" in their work schedules or part time schedules than demanding, full-time schedules. These different types of request are different views of career ladders.
- All Utah SCSEP programs are having staffing issues with the increased DOL common measurements. The DOL new common measurements (Employment retention and Retention) require program staff keep track of individuals longer after they leave the program for unsubsidized employment (Retention and additional follow-up activities). These increased regulations were passed along to

- each SCSEP program without any additional funding. Without increased funding precious one-on-one time with SCSEP individuals is spent on these other tasks.
- Weber Area Agency on Aging does not have a strong employer network. An employer network is vital to helping place SCSEP individuals into unsubsidized employment.

Threats

- Employers are still holding on to the “Older Worker” stigma. This stigma holds a belief that younger workers are:
 - Physically more able and healthy
 - Easier to supervise
 - Lower salary expectations
 - Willing to use new technology
 - Creative
 - Energetic
- Some SCSEP candidates lack self-esteem, which hinders their employment prospects.
- Utah’s low employment rate causes a struggle with Utah’s younger workforce. 50% of Utah’s workforce is 35 years or younger. This allows employers to discriminate toward younger workers.
- Transportation issues for individuals’ hampers proper employment training and job placement. With the increase in gasoline prices, some individuals are unable to find proper employment outside of a short driving distance or normal public transportation.
- Some Employers require a 24/7 workforce. Older workers prefer more workplace flexibility.
- Employers are using new automated hiring systems. Even though the older worker is qualified, the automated hiring system rejects their employment application based on strict criteria that might not be relevant. There is a major healthcare organization in Salt Lake County with numerous facilities. The only apparent way that they will accept applications for any jobs is by applying on-line. When asked why they were not accepting other ways of applications, the response was that the employees would have to know how to use the computer anyway. They presented the same response for positions they were looking to fill such as gardeners, weed pullers, dishwashers, laundry aides, janitors, and other positions where computer usage is generally not a necessary skill in fulfilling these job duties.

With the information received under the Strengths, Weaknesses, and Threats, the Utah SCSEP Program has decided the following Opportunities will be used over the next four years to help improve increasing participant placement in unsubsidized employment and employer outreach.

Opportunities

- The Utah SCSEP program will complete a Memorandum of Understanding (MOU) with Utah Department of Workforce Services to have access to DWS income verification. This process will help relieve some of the stress associated with the increased DOL common measure of SCSEP individual follow-up after they leave then program for unsubsidized employment.
- The Utah SCSEP program will continue to open a dialogue with the DOL to have the SCSEP data entry program (SPARQ) for accessing other DOL information

systems to help with DOL common measures (Employment retention and Retention) issues.

- The Utah SCSEP program will look to increase the opportunities for On the Job Experience (OJE) training. OJE is working through a third party for training. The employer may negotiate a training contract with the SCSEP program to provide specialized short-term training. This training can be combined with short term (2 days to 2 weeks) OJE with a private employer. Employers may be reimbursed for up to 50% of paid wages for the cost of providing the training and additional supervision related to the OJE.
- Weber Area Agency on Aging will start to the process to build an employer network to help employ SCSEP individuals. Weber Area Agency will work other Utah SCSEP programs to use best practices in finding these employers.
 - Set up with assorted Employers (Standard Examiner, ARUP, Qwest, IHC, etc.) in this area to have employment opportunities e-mailed to Weber on a weekly or monthly basis.
 - To contact one new Employer per month until Weber has a base of 10 major employers to utilize in getting unsubsidized employment for Weber participants
- Salt Lake County Aging Services will provide seminars and workshops for participants, older workers, and employers addressing Intergenerational Workforce issues and the labor market changes.
- Salt Lake County Aging Services will continue to educate and advocate for employers to offer alternatives to automated hiring systems. While staff assists the SCSEP participants in this application process, Salt Lake County Aging Services believes that many older workers in the county who are not SCSEP participants are being excluded for consideration for jobs for which they are qualified.
- In addition, Salt Lake County SCSEP Program will offer a job fair targeted at placement of minority, immigrant, and refugee participants.
- Davis County Senior Services/Senior Employment Program (SEP) will seek to strengthen the partnership with the Davis County Chamber of Commerce. Davis County SEP will request to be invited to the Chamber member Net Working Luncheons. This will create an opportunity to meet employers on an individual basis. It is planned that these meeting will result in future meetings with company and personnel managers.
- Many Davis County SCSEP participants are reluctant to job search in neighboring Weber and Salt Lake Counties. This is due to high vehicle costs. Davis County will begin an education process to encourage participants to use public transportation to broaden the job market to Salt Lake and Weber Counties. This will greatly increase the volume of available jobs to SCSEP participants. Davis County SEP has been instrumental in convincing one major Salt Lake Employer to operate a shuttle van from a down town bus stop to the Salt Lake International Airport.
- By working together in sharing information between DWS, Easter Seals SCSEP, and the State of Utah, we can better follow up on participants that have obtained employment. This will give each of us the data needed to complete the data requirements within SPARQ.
- Easter Seals SCSEP will continue to increase and improve the working relationship with their Business Advisory Council (BAC). This will give participants direct input on what employers are looking for in a new employee. We will also utilize the local Participant Advisory Councils (PAC) to make sure the training we are offering is a good fit for the participants on the program, with an outcome that will lead to employment. Easter Seals SCSEP will continue to

work with Vocational Rehabilitation, Veteran Representatives, and other agencies to make sure that the participants are receiving the best supportive services possible. We have encouraged host agencies to pay for additional training for their assigned participants. One host agency has paid for training that will lead to a CDL that is required for employment with that host agency. When the training is complete, the host agency will hire those participants who had obtained their CDL.

We have begun an Advanced Job Club for participants who have been on the program for an extended period of time; we meet with them on a weekly basis, so they will have a clear understanding as to why they are not getting a job. Each class focuses on topics directly related to obtaining employment. Topics include: *What I Want from a Job*, comparing and contrasting what is wanted by the participant to the type of positions they are currently applying for, helping participants discover what they are interested in doing, how to use the internet to apply for jobs, writing resumes, developing cover letters, writing thank you letters, interviewing, and retaining employment. Advanced Job Club provides participants with opportunities to network and share information with one another, express challenges they are having obtaining employment, and receive feedback on others' successes with the hope that they will be able to overcome the barriers together and, ultimately, celebrate successes together. Future Advanced Job Club workshops will provide further instruction in writing exceptional resumes and cover letters, and first-rate interview skills.

The State Plan must also specify what the state will do to ensure that the state grantee is meeting its negotiated goal.

Project Monitoring

The DAAS program manager will conduct an annual monitoring visit with each project. The monitoring session will consist of programmatic and administrative elements. The financial monitoring happens in the DAAS office with financial staff (all sub-grantee financial staff have been trained on DOL financial guidelines). Information collected during the monitoring visit includes eligibility information, date of enrollment, host agency assignment, unsubsidized placements, citizenship, physical, IEP, and review of the IEP. An interview is held privately with the enrollee to determine any problems and potential resolution. The monitoring tool will be revised to include any necessary changes regarding new regulations and older worker bulletins to insure compliance with the law and regulations. The SCSEP programs will monitor the host agencies and report those findings during the monitoring visit. Attached is the most recent copy of our monitoring report.

Interviews will be held with supervisors and enrollees and any issues will be discussed with the project manager, supervisors, and enrollees. If remedial action is necessary, this will be documented in writing and will be acted upon as per DHS policy. A follow-up visit will be made within six months to document that the identified problem has been resolved. The original monitoring tool, write-up, and follow-up correspondence are kept in a permanent file in the DAAS office. When DOL data validation is available, the Utah SCSEP program will use it in its annual monitoring visits.

Financial Monitoring

Quarterly financial reports (131's) are submitted by the 20th of the month following the end of the quarter. The Program Manager, Management Services Specialist, and the Budget Officer review reports carefully. Necessary follow-up will be initiated immediately upon review of report if any problems arise. All correspondence and related documents will be kept on file in the DAAS office. In addition, the annual monitoring report includes a financial component. Some sub-grantees' financial staff have attended the last two regional trainings including the WIA financial training.

File Maintenance

Personnel records for the enrollees are kept in the AAA human resources department (as required by county government privacy laws). They are protected as any staff record would be. The physical exam acceptance or denial is kept in the personnel file. Access to the personnel records is limited. Program records are kept in the supervisor's office in a locked file cabinet. Program records are kept for three years per DOL laws. All sub-grantee staff has appropriate access to SPARQ 3 based on job title and job responsibility.

Audits

Audits will be performed as required by OMB Circular A 128. The Department of Human Services, Office of Contract Management, reviews the audits. Each project will arrange and pay for their independent audit. The State Auditors Office conducts a State of Utah Single Audit annually. The length of this document is approximately 150 pages and will be available by email upon request to DAAS. The audits can be accessed through the State Auditor's web site at www.utah.gov. Each individual county, as well as the single state agency, audit can be accessed from this web site.

Data Validation

The Utah SCSEP program will comply and perform Data Validation (DV) during yearly audits with each SCSEP program. SCSEP DV is an efficient method for monitoring sub-grantee and local area data collection, reporting, and performance. By having all SCSEP grantees perform a standardized DV methodology, DOL is able to support the quality of the information used to assess the effectiveness of the SCSEP program. More specifically, DV is designed to accomplish the following goals:

- Provide tools that help grantees analyze participant eligibility and the causes of performance successes and failures.
- Match data elements against source documents to verify compliance with federal definitions, which provides grantees the opportunity to correct any identified problems.
- Ensure that critical eligibility and performance data used to meet ETA's Government Performance and Results Act (GPRA) responsibilities and the grantees' Congressionally mandated performance goals are reasonably accurate by calculating an error rate for each data element validated.
- Minimize the burden on grantees by providing a web-based DV system that displays individual participant records by grantees or sub-grantees and provides built in random samples, validation worksheets, and automated validation reports.

- Further minimize the burden on grantees by selecting the smallest possible validation samples necessary to compute valid error rates.

Performance Plans

The Utah SCSEP program will comply with the DOL SCSEP grantee accountability:

Subpart G Performance Accountability

Sec. 641.790 What sanctions will the Department impose if a State grantee fails to meet negotiated levels of performance?

- (a) The Department will annually assess the performance of State grantees no later than 120 days after the end of a Program Year to determine if the State has failed to meet its negotiated levels of performance. (OAA sec. 514(f)(1)).
- (b) A State failing to meet its negotiated levels of performance must submit a corrective action plan not later than 160 days after the end of the Program Year in which the failure occurred. The plan must detail the steps the State will take to improve performance. The Department will also provide technical assistance. (OAA sec. 514(f)(2) and (f)(3)).
- (c) If a State fails to meet its negotiated levels of performance after two consecutive years, then the State must conduct a competition to award an amount equal to 25 percent of its allotted funds for the following year. The Department reserves the right to specify the locations of the positions that will be subject to competition.
- (d) In the event that a State fails to meet its negotiated levels of performance after three consecutive years, then the State must conduct a competition to award an amount equal to 100 percent of its allotted funds for the following year.
- (e) Entities that operated any portion of the State's program that contributed to the failure will not be eligible to participate in the competitions.

Technical Assistance

The U.S. Department of Labor, Employment and Training Administration, Division of Adult Services, Unit of Older Worker Programs is providing technical assistance sessions for selected grantees in four regional locations every program year. These sessions are focused on grantees at risk of not meeting their performance goals. Individual and group sessions will be provided to enable grantees to fully understand the performance measures, diagnose problems and develop solutions. Grantees will be expected to develop action plans to enhance performance on one or more measures. The action plan is a tool that should be used as the foundation to begin writing the grant application for the Policy Year. In addition, federal project officers will use the action plans to monitor grantee improvement.

The Utah SCSEP program was invited to the PY 2008 regional assistance. The DOL was concerned about Utah's SCSEP common measure of "Most in Need." An action was written and sent to the DOL and the Utah SCSEP program will make an effort every year to attend these Technical Assistance sessions to improve program policies and State performance measures.

Section 7. Community Service Needs.

The State Plan must identify the localities and populations for which community service projects of the type authorized by SCSEP are most needed. Once unmet community service needs are identified, it is the responsibility of each grantee operating in the state to work toward meeting those needs through recruitment of appropriate host agencies. The State Plan must discuss the process that the state grantees will employ to identify community service needs and the timeline for identifying and recruiting appropriate host agencies to meet those needs.

“Utah’s populace strongly connects to religious affiliations, especially the Church of Jesus Christ of Latter-day Saints. This religious organization chooses not to seek government funds. The church uses its own resources to provide direct social and employment services for those in need. This fact is important because as compared to other states it reduces the overall level of demand from faith based driven organizations seeking inclusion in government-funded services. However, this does not reduce the need to communicate and cooperate to meet the shared goal of providing customers broad opportunities to improve their ability to compete for family sustaining employment”.

DWS WIA PY2007 – PY 2008 Strategic Plan <http://jobs.utah.gov/wia/finalplan.pdf>

Utah has a unique system in place for community service needs. The Center for Public Policy and Administration at the University of Utah provided a policy research on these faith-based organizations which covered welfare reform generally, which also spelled out Utah’s unique community service providers.

By charitable organizations we mean all nongovernmental organizations (faith-based and non-faith-based) rendering direct service to those in need. Included are religious institutions and congregations as well as community-based nonprofit organizations. The charitable sector represents a widely diverse group of organizations that differ along a myriad of variables, including approaches, interests, resources, and primary missions.

In this research we examine the capacity of three types of charitable organizations, as follows. The first category consists of social service non-profit organizations, such as the Traveler's Aid Society. This category includes those affiliated with religious organizations but whose primary role is the delivery of social services, such as Catholic Community Services. Leaders of these organizations tend to be very aware of public policy changes that affect them; they often have a paid staff and volunteers who follow legislative activities and engage in advocacy efforts, as well as provide needed services. Their funding is from a variety of sources; they tend to keep accurate records of types of services provided and to whom. For these organizations, social service delivery is their fundamental defining priority.

The second category consists of religious congregations headed by professional clergy. For these organizations, religious purposes are their major endeavor; clergy are full-time and have recognized education and credentials. Welfare and social policy are not their prime function. While large denominations may have welfare policy experts and advocates working at the multi-congregational level, such as a diocese, for the most part, congregational clergy have limited knowledge in the area of welfare policy.

Congregational leaders seek to help others and want their congregations to help as well. Some clergy feel their congregations have a responsibility to care for the poor. These clergy tend to favor minimal government involvement. Other clergy take the position that more referrals to government programs and nonprofit organizations are needed.

For the most part, they keep few records regarding assistance rendered. In fact, some leaders point out that congregations give significant help, often spontaneously from members, and that in these instances, the clergy actually would know little about what is happening. However, they worry their capacity will not meet all the need. These clergy work to attract funds for their operations and other purposes.

Some leaders of smaller congregations, usually not affiliated with a strong centralized denomination, applaud the work-based aspects of welfare reform. They feel that religious congregations are responsible for aiding the poor and that the government should not be involved. Many religious leaders share the basic philosophy that, although they appreciate the help government gives to those in need, “we have a responsibility to take this on.”

The third category consists of congregations (or wards) of The Church of Jesus Christ of Latter-day Saints (LDS). Like the second category, religious purposes are their major endeavor. However, unlike the second category, these congregations are headed by part-time lay-leaders, or bishops, whose primary responsibilities are their own families and career endeavors. Bishops hold full-time jobs elsewhere.

LDS bishops are welfare agents, and are assisted by the ward Relief Society Presidents. They are part of a church-wide welfare program administered by the Church Welfare Services Department. Bishops are considered responsible for the temporal well being of all individuals and families living in the ward, or geographic boundaries, regardless of religious affiliation. Welfare policy advises bishops to seek out those in need, give those receiving assistance the opportunity to work, and keep needs and assistance in strictest confidence. Like their counterparts in the second category, some LDS bishops feel that they should take care of the poor and favor minimal government involvement; other bishops, however, take the position that more referrals to government programs and nonprofit organizations are needed. Like other religious congregational leaders, bishops point out that considerable help is offered among members of the congregation, both informally and through the visiting teaching program of the Relief Society and the home teaching program of the priesthood quorums.

Thus, bishops do not track much of the assistance being rendered.

Unlike other religious leaders, LDS bishops do not concern themselves with fundraising and with resource limitations when it comes to serving those in need. The LDS Church, a centralized religious institution, collects offerings from congregational members to distribute worldwide, through the bishops, according to need. Local bishops also rely on a strong network of LDS Church welfare resources, such as Bishops' Storehouses, canneries, Deseret Industries, and so forth. The resource of concern to LDS bishops is their time required to assess and respond to the needs of families and individuals requesting assistance.

Three distinct types of charitable organizations have been described, each with their own unique responses to welfare reform. All of these leaders enjoy various levels of discretion regarding to whom they will render service, with religious leaders having the maximum

discretion as their services are not tied to government funding. It is clear that as these leaders are feeling the impact of policy change, their concerns are mounting.
(Source: "The Impact of Welfare Reform on Charitable Organizations: The Capacity of the Charitable Welfare Sector in Utah," August 2001, Center for Public Policy and Administration)

The Utah SCSEP program has decided to analysis its Strengths, Weaknesses, Opportunities, and Threats to provide community service needs.

Strengths

- Weber Area Agency on Aging provides all its SCSEP individuals with the opportunity to learn employment skills in community based Host Agencies.
- Salt Lake County Aging Services has taken the effort to increase services to the immigrant population of the county.
- The Utah SCSEP has access to the strong Utah social services network.
- Host Agency satisfaction surveys reflect that with SCSEP participants they are able to increase their service delivery.

Weaknesses

- Host Agency survey satisfaction percentage dropped with a more challenging SCSEP participant pool. We are serving more individuals with increased barriers to employment and host agencies are reporting greater challenges in meeting the needs of the SCSEP participant while at the same time fulfilling the mission of their organization.
- The Utah SCSEP program suffers finding community services needs based on the overabundance of supportive services available to Utah residents.

Threats

- The Utah SCSEP program lacks the proper community service projects authorized by the DOL.
- With increased community service opportunities, all Utah populations are providing service. Community Service needs is limited to Utah SCSEP individuals.
- Other entities, both governmental and non-profit, are providing similar services.

With the information received under the Strengths, Weaknesses, and Threats, the Utah SCSEP Program has decided to that following Opportunities will be used over the next four years to help improve community service needs.

Opportunities

- The Utah SCSEP program will start a yearly review of Host Agency and Customer survey satisfactions. These surveys can help the program review not only the training access side but also the individual's reception of those training opportunities.
- The Utah SCSEP program will continue to strengthen its partnership with Utah's nonprofit associations. These associations carry a heavy burden of Utah's supportive services. We believe we can help our SCSEP individuals with their knowledge and expertise. We also believe that these associations can help Utah

SCSEP program determine the future of Utah's social service / community service need.

- The Utah SCSEP program will look for "best practices" to find individuals who lack knowledge of Utah social services.
- Salt Lake County Aging Services SCSEP Program will increase Host Agency training opportunities by offering at least semi-annual formal training sessions and by creating an e-newsletter by PY 2008 to increase communication opportunities with the host agencies.
- Weber Area Agency on Aging will work closer with Minority Groups
- Weber Area Agency on Aging will contact the new Weber VA Nursing Home and open a working relationship with them.
- Participants applying for the SCSEP are given an orientation on the available services and resources offered by Davis County and Community Based Organizations. These services include; immunizations, nutrition, Weatherization, HEAT, housing assistance, Senior Center activities, Medicare, Medicaid, mental health, Tax Abatement, food banks, clothing, Legal Services, tax assistance, transportation assistance, rehabilitation services, other employment and training services (LDS Employment Services), etc.
- When necessary, Davis County Senior Employment will continue the practice of referring participants to government and community based services. Davis County Senior Employment will continue to co-enroll and arrange participant staffing conferences with other services when in the best interest of the participant.
- Davis County will continue the best practice of utilizing the Davis Applied Technology College (DATC) as a host agency. DATC has made technology training and ESL available to participants at no cost to the program.
- Easter Seals SCSEP will continue to monitor the host agencies to ensure each participant is receiving the training that was outlined in the community service training form. This way both the host agency and the participant have the opportunity to reevaluate the community service training and make adjustments, or if the participant has received all the training from this host agency, we can move the participant to a new host agency for additional training or begin job search through the job clubs. Easter Seals SCSEP will continue to find host agencies that can offer computer skills, which is one skill that many of the participants lack. With the assistance of the host agencies, participants can learn different software programs and become comfortable working on the computer in a friendly environment.

Section 8. Coordination with Other Programs, Initiatives and Entities.

The State Plan must describe overall goals and strategies for coordinating SCSEP activities with other entities. This description should describe the state's overall goals and strategies relating to:

- Coordination of activities with the state's Title I WIA activities. The State Plan must describe the steps the state is taking to ensure that the SCSEP is an active partner in each One-Stop delivery system, and the actions it will take to encourage and further improve coordination with the One-Stop delivery system;*
- Activities being carried out in the state under other titles of the OAA;*
- Collaboration with other public and private entities and programs that provide services to older Americans, such as community-based organizations, transportation programs, and programs for those with special needs or disabilities;*
- Collaboration with other partners—e.g., state vocational rehabilitation agencies, adult education and literacy providers, and education and training providers such as community colleges;*
- Collaboration with other labor market and job training initiatives—e.g., the President's High Growth Job Training Initiative, Community-Based Job Training Grants, and the Workforce Innovation in Regional Economic Development (also known as "WIRED") Initiative grantees; and*
- Leveraging resources from other key partners in the state to support SCSEP activities. Organizations providing leveraged resources could include state and local government agencies, foundations, employers, community-based organizations and other entities.*

Utah's Older Worker Coordinating Council (OWCC) meets monthly. This council discusses issues and resources available to better serve the older worker regardless of the grantee program. DWS (the One-Stop Delivery System) participates in this council, as do all the SCSEP grantees (both state and national), as well as other training partners. Referrals are made to the One-Stop Centers for service on an individual basis, and the One-Stop centers make referrals to the SCSEP program when appropriate. When there is an issue that seems to impact the program, it is dealt with in a supportive manner for all involved. Our solutions are designed to improve the program and the opportunities for the enrollees.

The chair of the Council is the representative from the State Division of Aging and Adult Services (DAAS). The site of each meeting is rotated so the Council can participate in activities taking place across the state.

At the Council meetings the members share resources to help the program. The SCSEP in Utah fosters cooperation among the partners. If a problem surfaces in the Council's regular meeting, it is discussed in an open forum and a resolution is offered. This approach has prompted the contractor to make several comments about the cooperation among the partners and the openness used by the partners to resolve issues.

The Utah SCSEP program was a major contributor in the building of the Rocky Mountain Coalition. This Coalition comprises of Region 4 DOL SCSEP programs. The Coalition meets periodically on conference calls to discuss regional SCSEP issues. The Coalition has sent letters to former ETA Assistant Secretary Emily DeRocco, and Judith Gilbert Federal Projects Officer, providing regional views and concerns about SCSEP regulations and policy. Currently, the Utah SCSEP program is the chair of the Rocky Mountain Coalition. At as State, we would like to offer our appreciation to Joel Millman (Arizona SCSEP program) for hosting the Rocky Mountain Coalition website. <https://www.azdes.gov/aaa/programs/owp/rockymtn.asp>

Strengths

- OWCC
- Rocky Mountain Coalition members and in a position of Coalition leadership
- Faith-based organization / non profits providing community service needs
- The Utah SCSEP program located in the Utah Division of Aging and Adult Services. Access to activities and entities providing older American Act services.
- All State SCSEP program are located in Area Agency on Aging
- Salt Lake County Aging Services is a member of minority counsel at the local Applied Technical College.
- Salt Lake County Aging Services is a member o f the Governor's Refugee Task Force.
- Easter Seals SCSEP has been working with many counties within the State of Utah. This has allowed us to better understand the different needs of our participants throughout the State. We have a good working relationship with other programs housed in the local DWS Offices statewide.

Weaknesses

- No participation with WIRED task force
- No membership on Local Workforce Boards
- The Utah SCSEP program has a shortage of resources
- Some rural counties do not have the funding for some of the program needs that the SCSEP participants require to become successful quicker.

Threats

- The continued threat of decrease Federal funding
- Other programs and entities are duplicating similar efforts
- The Utah SCSEP program was only mentioned twice in the Utah Department of Workforce Services five-year strategic plan.
- The SCSEP program is an Older American Act program that has been delegated to the DOL Employment and Training Administration. There is a conflict of priorities when a program is inserted into a workforces mold with human services need.

With the information received under the Strengths, Weaknesses, and Threats, the Utah SCSEP Program has decided to that following Opportunities will be used over the next four years to help coordination with other programs, initiatives and entities.

Opportunities

- Begin collaborations with Utah Department of Service for People with Disabilities.
- The Utah SCSEP program will join the Local Workforce Boards
- The Utah SCSEP program will collaborate with the Utah WIRED program
- The Utah SCSEP program will encourage the executive directors of the Utah Department of Human Services to take a more active role on senior employment issues with the Governor's Task Force on Aging.
- The Utah SCSEP program will encourage the executive directors of the Utah Department of Human Services to take a more active role on senior employment issues with the State Workforce Investment Board.
- The Utah SCSEP program will find a work with Utah Senior Environmental Employment (SEE) program.
- Salt Lake County Aging Services SCSEP Program will partner with the Salt Lake Community College Projects With Industry Program that targets individuals with disabilities for skill-specific training and job placement.
- Weber County is to contact the new Veterans Administration Home here in Ogden and set them up as a Host Agency and as a place from which to recruit.
- Davis County SCSEP will continue to establish a working group with the minority community to provide services to this population.
- Easter Seals SCSEP will continue to work with different programs (e.g., DWS, Vocational Rehabilitation, and Veteran Representatives) to offer all participants their chance for success. We have utilized Vocational Rehabilitation, DWS, Salt Lake Community College Skills Center, and Lewis Bros Stages (employer) to obtain a CDL for an ex-offender. He also received a new pair of glasses and had work done on his teeth. This all happened within one week with each of us providing the services we do best to enable this participant to keep his job.

Section 9. Avoidance of Disruptions in Service.

The State Plan must describe the steps that are being taken to comply with the statutory requirement to avoid disruptions to participants. When there are new Census data indicating that there has been a shift in the location of the eligible population or when there is over-enrollment for any other reason, the Department recommends a gradual shift that encourages current participants in subsidized community service assignments to move into unsubsidized employment to make positions available for eligible individuals in the areas where there has been an increase in the eligible population. (This does not mean that participants are entitled to remain in a subsidized community service position indefinitely.) As provided at OAA sec. 518(a)(3)(B)(i), there are now time limits on a SCSEP community service assignment, thus promoting transition to unsubsidized employment.

Grantees and sub-recipients shall not transfer positions from one geographic area to another without first notifying the state agency responsible for preparing the State Plan and the Equitable Distribution Report. Grantees must submit, in writing, any proposed changes in distribution that occur after submission of the Equitable Distribution Report to the Federal Project Officer for approval. The Department strongly encourages all grantees to coordinate any proposed changes in position distribution with the other grantees in the state, and requires the approval of the state project director, prior to submitting the proposed changes to their regional Federal Project Officer for initial review and approval. All participant transfers must receive final approval from the Department's Grant Officer.

- In the event of that there is a shift of equitable distribution, thus reducing the number of authorized slots; Salt Lake County Aging Services would want to have adequate planning and implementation time so the impact would not be dramatic and ill-fated for the participants. Staff would identify participants whose training was nearing completion and would refer them to the Older Worker Specialists for job development. Second, host agencies would be encouraged to hire their current participants who are ready to begin earnest job searching and are completing their training.
- Davis County will initiate participant group training sessions for participants. These training sessions will be held every other month (6 times per year). The training will focus on the following:
 - a. Resume writing.
 - b. Job applications (electronic applications)
 - c. Researching the employer
 - d. Interviewing Skills, including mock interviews with local employers.
 - e. Job search
- Each participant will set a personnel goal of making 3 employer contacts per week. Participants will complete a Job Search Activity Form to be submitted with their weekly time sheet to the Davis County Senior Employment office
- Weber Area Agency on Aging will provide intensive one on one meeting with each participant to assess his or her best chances of employment. Help them contact the Employers. Use the connections of Weber base of prospective employers to gain entry for my participant to apply.

- Weber Area Agency on Aging will have each participants contact the Temporary Services to find those employers who hire through Temporary Services, then after a probationary period, that participant is hired on permanent.
- Easter Seals SCSEP will be continuing to provide the Advance Job Club as described earlier. We will also continue to review quarterly the training that the participants are being provided. During this review, we will make decisions on whether to leave participants in their current training locations, move participants to new host agencies for additional training, or move them to job clubs. This ongoing review has already created employment for some participants, because the host agencies have not wanted to lose their valuable trainees.

Section 10. Improvement of SCSEP Services.

The plan must describe the state's long-term strategy to improve SCSEP services, including planned future changes to the design of the program within the state, and planned changes in the utilization of SCSEP grantees and program operators—e.g., increased frequency of formal collaboration activities among all SCSEP grantees within the state, development of more stringent criteria for selection of sub-recipients, and opportunities to share best practices statewide.

Opportunities

- Salt Lake County Aging Services SCSEP plans over the next four years to increase training opportunities in the high-tech and medical fields. We will be partnering with Salt Lake Community College for linkages in skills training and will market the SCSEP program to potential employers.
- Another area of improvement for Salt Lake County Aging Services SCSEP program is to offer staff training on mental health and personality disorders. There are an increased number of participants with these challenges and more staff training is necessary.
- Finally, Salt Lake County Aging Services SCSEP program will institute a series of recognition events to formally and publicly acknowledge Host Agencies and Employers.
- Davis County Bureau of Health Promotion and Senior Services//Senior Employment Program will participate as an active member on the Utah Northern Region WIA Board.
- Davis County is exploring a partnership with Utah's Against Hunger (UAG). This partnership will increase the effectiveness of the SCSEP and UAG by:
 - Increasing the recruiting of SCSEP eligible persons.
 - The addition of a SCSEP Host Agency
 - Transition of SCSEP participants into unsubsidized employment by the Host Agency
 - Increase the outreach efforts and services to the population served by UAG
- Davis County will continue collaboration with Easter Seals in order not to duplicate Host Agency participant assignments, recruiting of eligible participants and referral from Davis County waiting list to Easter Seals SCSEP as necessary in order to better serve the customer.
- Weber Area Agency on Aging will build an Employer base of 10 Employers who want older workers in their workforce.
- Weber Area Agency on Aging will push for an Assessment Tool for all new participants.
- Weber Area Agency on Aging will provide participants with a wider assortment of Host Agencies.
- The Utah SCSEP program will become involved with Utah Department of Workforce Services WIRED Grant. This collaboration will include building relationships with WIRED Strategic partnerships include the Utah Department of Workforce Services, GOED, Utah Centers of Excellence (innovation into commercialization), USTAR (Utah Science, Technology and Research), Salt Lake Community College, technical colleges, state research universities and statewide economic development organizations within the region, professional associations and industry.

- The Utah SCSEP program sub-grantees (Salt Lake County Aging Services, Davis County Bureau of Health Promotion and Senior Services, and Weber Area Agency on Aging) will become a member of the Local Workforce Investment Act board.
- The Utah SCSEP program with its partners will look for a cost effective, useful assessment tool. A proper assessment tool helps the Utah SCSEP program more effectively serve the SCSEP participants. With an improved assessment process, training needs and learning abilities and styles will be better identified. With this, better training opportunities and placements will be recognized, and based on better placements, there should be an increased unsubsidized placement rate.
- The Utah SCSEP program will continue to strengthen its partnership with Utah's nonprofit associations. These associations carry a heavy burden of Utah's supportive services. We believe we can help our SCSEP individuals with their knowledge and expertise. We also believe that these associations can help Utah SCSEP program determine the future of Utah's social service / community service need.
- The Utah SCSEP program will start the process of writing criteria for selecting sub-recipients. Criteria will include:
 - Proper assessment tool
 - The ability to provide OAA services
 - Fiscal accountability
 - Community-based organization network
- The Utah SCSEP program will continue to increase the stability of the Rocky Mountain Coalition. Each member of the Utah SCSEP program will be part of Coalition leadership.
- The biggest opportunity for the Utah SCSEP program is to be able to leave a legacy with Utah residents. A lasting impression with SCSEP individuals is very important to our program. We will continue to find ways to strengthen our legacy.
- Davis County Department of Health/ Bureau of Health Promotions and Senior Services continues to be a strong advocate of the SCSEP. All Department staff have given strong support to the program, including participant referrals, participant health screenings, supportive services including housing assistance, Medicare "Part D" education, immunizations, inclusion of participants in employee computer classroom training mental health resources and other services.
- The Davis County Department of Health, Public Information Officer has been an invaluable resource in establishing media support and public awareness of the SCSEP. During the third quarter of this Program Year, 12 news articles appeared in local and major market newspapers.
- Davis County Division of Senior Services/Senior Employment initiated an annual 55 + Job Fair. The Department of Workforces Services, LDS Church Employment Resource Services, Weber County AAA, and Easter Seals SCSEP were invited to be partners in this event. In March 2008 the Fourth Annual 55 + Job fair was held. The event hosted 43 major employers, and 400+ job seekers, including SCSEP participants from the Davis County Senior Services Program, Weber County Area Agency on Aging and Easter Seals. Support of the Davis County Commissioners participating as models in a "How to Dress for Success for Less" fashion show played a large role in media interest.
- The continuation of events like the 55+ Job Fair has created one of the best practices opportunities to educate employers on the SCSEP and the value of hiring older workers.
- Easter Seals SCSEP, like the State, will become a member of the Local Workforce Investment Act boards throughout the State. This will give us more

insight into the funding needs for programs that will affect the participants within the rural areas. We will continue to seek resources and forge relationships that will make the movement from SCSEP to employment easier for all participants.

- Easter Seals SCSEP will continue to work closely with other agencies that are serving the same population to ensure there is no duplication of services. By working with each other's strengths, we can accomplish more and assist participants more efficiently. As stated earlier, all of the different agencies working together can truly have a positive effect on a person's life.

Legacy Stories

SALT LAKE COUNTY

Aging Services Senior Employment Program

Gloria Martinez story

Protective Order Room W17 at the Scott Matheson Courthouse is quite busy and the phone rings constantly. People seeking restraining orders against their abusive spouses or partners are highly emotional, but the soft-warm voice of the petite receptionist, Gloria Martinez, keeps them under control.

“How can I help you?” she says.

Martinez has been working for the last three years for the Legal Aid Society of Salt Lake. Before that she was a victim of domestic violence herself for more than 40 years.

She doesn’t look like a victim. She has a positive and professional attitude. She is confident and friendly. She overcame victimization through self-empowerment, higher power, friends, family support and job training skills.

Four years ago, she was unemployed, with not enough marketable skills.

“I was looking for job and nobody wanted to hire me. That’s when I saw a newspaper ad about the Salt Lake County Senior Employment Program and I decided to try it,” she said.

In 2004, Martinez started training as a receptionist for the Senior Employment Program SCSEP and learned basic office skills, Excel, Word, answered a multi-line telephone, did intakes, and filed documents. She also trained at Interfaith Services, a community network to refer clients to the appropriate services, and helped homeless people to access housing, followed up placements and organized a fundraiser for that organization. Then, at the Salt Lake County Housing Authority she trained as a receptionist-intake worker.

Later on, because of her efficiency and dedication, she was hired by Salt Lake County to work part-time as an Older Worker Specialist. She interviewed potential participants, assessed skills and verified eligibility documentation requirements.

“I honestly believed that if I haven’t been enrolled with the Title V Program, and learned all what I know today, I wouldn’t be in the professional position I’m now; Title V taught me job skills and confidence in myself,” she said.

Martinez was growing up professionally. But, in her personal life, she was still on the hole. She doesn’t detail on the brutality of the beating.

“The last years of my marriage my husband didn’t hit me too much because he knew he could go to jail. But, the verbal and emotional abuse was overwhelming. I was tired of it. I was tired of not having control over the money I earned while working for a small seeds company, I was tired of not having friends and my children were not close because they didn’t want to have anything to do with their father,” she said.

Betsy McWain, Senior Employment Program Older Worker Specialist remembers the days when working with Martinez and knows her as a pleasant, smart person and willing to learn new skills.

“We became friends,” McWain said.

“We didn’t know anything about Gloria’s trouble life; she never complained nor brought personal issues to work. But, after becoming closer, Gloria trusted us with her dramatic life,” McWain said.

Martinez was told by her husband many times that she could never make it alone. She was scared.

“No one could help me but me, I was the only one who had to make the decision and I did,” Martinez said.

Her decision came one day after visiting her youngest daughter, 28, who was living in Midvale with her boyfriend and their five children. The boyfriend was hitting Martinez' daughter and one of the granddaughters'; the little girl was hungry and took a slice of cheese without permission.

That was enough for Gloria Martinez; she needed to put a stop to the cycle of abuse and protect the frail children:

"Enough, I didn't want them to be victims too." She took the two girls and called the police. After months of legal procedures and the emotions worn away, she finally adopted Andrea and Brianna in 1999; two of the boys were adopted by the other grandparents and the third boy was adopted by a third family.

Martinez' daughter was found to be an unfit mother and the father of the children was killed on a drug related shooting in 2000.

"It was hard to separate the children that way, but I didn't have an other choice and I couldn't take them all. But, I'm glad I have Andrea and Brianna with me. I'm able to provide a better life for them," Martinez said.

The turmoil in Martinez' life wasn't yet over. She still was living with her husband. While working as an Older Worker Specialist for Salt Lake County Senior Employment Program, she gained confidence in herself.

She rented an apartment without saying anything to her husband and slowly started moving out some of her stuff. But it was too slow for her to start a new life with her two new daughters.

With the help of some her County friends –she doesn't mention their names- they helped her to sneak out all her belongings to her new rental apartment on the first opportunity when her husband was away from home.

"I left a note saying:"

- "Don't try to find me. I'm gone. I want a divorce. Don't ask our children, they don't know where I live."

She was still working for the County when she got another job opportunity, part-time with the Legal Aid Society of Salt Lake. She was working both to earn the extra money.

"I took it because I have to pay for all the new expenses of my new family," she said.

Because of Martinez' professional performance, she was offered a full-time position with benefits with Legal Aid as an intake worker at the office located at the Matheson Court House.

"Gloria Martinez has been an asset to our organization. We like her a lot; she is very professional, committed, and helpful with staff and clients. She has a future with us," said Mary Nielsen-Lyman, executive secretary of the organization.

Gloria Martinez is now divorced and feels satisfied with her new position:

"It was a blessing. I have a full time job with benefits and I'm learning new skills."

Martinez' friendly eyes transmit her inner peace to whomever she communicates. She doesn't dramatize her life experience, that's part of her past. On the contrary, she uses it as a skill to empower and help others. She looks confident and is planning her future.

A year ago she bought a three-bedroom, two-car garage, big front and back yard home in West Valley. Andrea, 12 and Brianna, 10, have their own bedroom. She is proud of it.

Martinez is full of enthusiasm when describing the remodeling process of her new home: "we put on new texture, painted, carpeted, tiled floor in the kitchen, new cabinets, gas stove, and we are sketching a plan for the vegetable garden for tomatoes, bell peppers and cucumbers." "I'm free, I'm happy," she exclaimed.

Buying a home was the first step; she is also looking to go back to the Community College to be certified as a paralegal.

"I told Andrea and Brianna that is never too old to go to school to improve your life. The pride in their eyes is my strength," she finally said.

In this Section, grantees may also make recommendations to the Department, as appropriate. Recommendations may include such topics as locations of positions, types of community services, time required to make changes in the distribution of positions, and types of participants to be enrolled.

Recommendations

- The Utah SCSEP program would like to offer our concerns about the “importance” or “stressed importance” of waiver criteria individuals (Frail, Severely disabled, and over 75) finding unsubsidized employment. These wonderful individuals require more time to develop the basic skills needed to be properly placed in unsubsidized placement within the mandated 27-month limit. These individuals deserve SCSEP services, however, they should not be held to a mandated time frame or counted against a State’s common measures. Statistics show these individuals have low unsubsidized rates.
- The Utah SCSEP program would like to have DOL open a dialogue about how the mandated 25% administrative funds are used. The Utah SCSEP program would like the flexibility to help staff members achieve the proper follow up provisions required by DOL common measures.
- The Utah SCSEP program would like the DOL to loosen the restrictions associated with the 10% training funds. With constant Federal budget cuts and WIA training funds limited, SCSEP programs still need to train its individuals. Currently, the 10% training funds are distributed on an as need basis by the DOL. The Utah SCSEP program would like some concrete rules regarding these training funds and they ability to use them more freely.
- The Utah SCSEP program would like the DOL to re-evaluate the lowered importance of the forgotten 55-65 year old individuals. These individuals are pre-Medicare, pre-Social Security, with no other resources to help find unsubsidized employment. These individuals still have the opportunity for “career ladders” and the DOL SCSEP program does not place much value to their successes in the workforce.

Appendix A

Public Comment

Appendix B

SCSEP E D

County	Distribution Factor	Equitable Share	State	Easter Seals	Totals	Difference
Beaver County, UT	0.0072	3		3	3	0
Box Elder, UT	0.0196	8		8	8	0
Cache County, UT	0.0349	14		14	14	0
Carbon County, UT	0.0268	11		11	11	0
Daggett County, UT	0.0011	0		1	1	1
Davis County, UT	0.0607	24	4	18	22	-2
Duchesne County, UT	0.0157	6		6	6	0
Emery County, UT	0.0091	4		4	4	0
Garfield County, UT	0.0057	2		2	2	0
Grand County, UT	0.0066	3		3	3	0
Iron County, UT	0.0217	9		9	9	0
Juab County, UT	0.0082	3		3	3	0
Kane County, UT	0.0061	2		3	3	1
Millard County, UT	0.0108	4		4	4	0
Morgan County, UT	0.0031	1	1	0	1	0
Piute County, UT	0.0019	1		1	1	0
Rich County, UT	0.0013	0		1	1	1
Salt Lake County, UT	0.3708	147	69	77	146	-1
San Juan County, UT	0.0243	10		10	10	0
Sanpete County, UT	0.0199	8		9	9	1
Sevier County, UT	0.0171	7		7	7	0
Summit County, UT	0.0063	2		3	3	1
Tooele County, UT	0.0166	7		7	7	0
Uintah County, UT	0.0259	10		10	10	0
Utah County, UT	0.0974	38		38	38	0
Wasatch County, UT	0.0070	3		3	3	0
Washington County, UT	0.0622	25		25	25	0
Wayne County, UT	0.0034	1		1	1	0
Weber County, UT	0.1083	43	7	34	41	-2
TOTALS:	1.0000	396	81	315	396	0

Appendix C

Letters of Support



United States
Department of
Agriculture

Forest
Service

Intermountain Region

324 25th Street
Ogden, UT 84401
801-625-5605

File Code: 1830

Date: January 29, 2008

Mr. Darren Hotton
State of Utah, Division of Aging & Adult Services
120 North 200 West, Room 325
Salt Lake City, UT 84103

Dear Darren:

The U.S. Forest Service has reviewed and would like to pledge its support of the PY 2008-2011 Utah State Plan formerly known as the State Senior Employment Services Coordination Plan. We will cooperate and work as a host agency with the State of Utah and SCSEP grantees and participants to achieve the SCSEP goals and mission outlined in the State Plan.

We believe that our office host sites located throughout the state in both rural and urban areas will facilitate serving the target population. The service to the public by Forest Service hosted SCSEP participants will be invaluable and they will receive the training needed to develop valuable communication, computer, facility maintenance and public service skills to help them transition to unsubsidized employment.

If you have any questions please call me at (801) 625-5458 or e-mail blyons@fs.fed.us . We appreciate your interest in helping the wonderful seniors in our state and are looking forward to working with you, the SCSEP grantees and other partners.

Sincerely,

BILL LYONS
Youth , Volunteer, & Hosted SCSEP
Programs Coordinator



State of Utah

JON M. HUNTSMAN, JR.
Governor

GARY R. HERBERT
Lieutenant Governor

Department of
Workforce Services

KRISTEN COX
Executive Director

CHRISTOPHER W. LOVE
Deputy Director

GREGORY B. GARDNER
Deputy Director

March 6, 2008

AS-001-08

Employment and Training Administration
ATTN: Judith Gilbert
U.S. Department of Labor
Frances Perkins Building
200 Constitution Avenue, NW
Washington, DC 20210

To Whom It May Concern:

The Department of Workforce Services (DWS) supports the activities of the Senior Community Service Employment Program (SCSEP) providers by ensuring one-stop employment and training services are available for older workers. In addition, DWS has developed state policies that support inclusion of advanced services to older workers. Currently, the state provides priority service points for workers, 55 and older, interested in training. In addition, employment counselors are encouraged to make appropriate referrals to SCSEP providers and specialized employment exchange resources are available for older workers.

The Department participates on the Governor's Commission on Aging and the State Older Worker's Coordinating Council. The Council is designed to facilitate communication and partnerships between DWS and all SCSEP providers.

DWS has also sponsored publications and developed resources designed to encourage employers to utilize older workers in cooperation with state SCSEP providers. The Older Worker's Coordinating Council works with DWS to sponsor legislation to help older workers and works cooperatively on issues impacting older workers. SCSEP providers are also encouraged to participate on the State Workforce Council and local regional councils, and frequently present to employers and training providers at local and state board meetings. In addition, SCSEP providers assist in development of policy and training programs to ensure the needs of older workers are met.

DWS will continue to support the efforts of the SCSEP Program and collaborate with state SCSEP providers to ensure the program is successful and meets the goals of returning eligible participants to work.

Sincerely,

Kristen Cox, Executive Director
Department of Workforce Services



File Code: 1830

Date: January 22, 2008

Darren Hotton
State of Utah, Division of Aging & Adult Services
120 North 200 West
Salt Lake City, UT

Dear Darren:

The U.S. Forest Service has reviewed and would like to pledge its support of the PY 2008-2011 Utah State Plan formerly known as the State Senior Employment Services Coordination Plan. We will cooperate and work as a host agency with the State of Utah and SCSEP grantees and participants to achieve the SCSEP goals and mission outlined in the State Plan.

We believe that our office host sites located throughout the state in both rural and urban areas will facilitate serving the target population. The service to the public by Forest Service hosted SCSEP participants will be invaluable and they will receive the training needed to develop valuable communication, computer, facility maintenance and public service skills to help them transition to unsubsidized employment.

If you have any questions please call me at (801) 625-5458 or e-mail blyons@fs.fed.us . We appreciate your interest in helping the wonderful seniors in our state and are looking forward to working with you, the SCSEP grantees and other partners.

Sincerely,

BILL LYONS
Manpower Specialist



Social Security Administration

202 W 400 S
Salt Lake City, UT 84101
801-524-4145x3905
sandy.hunter@ssa.gov

March 13, 2008

Darren Hotton
SCSEP Program
120 N 200 W, Rm 325
SLC, UT 84103

The Social Security Administration (SSA) is pleased to be a partner with the Utah SCSEP Program. The Social Security Public Affairs Specialist in Utah will participate as a member on the Utah Older Worker Coordinating Council and act as a resource person to provide SSA program updates to the Council. This information can assist SCSEP grantees and host agencies to maximize the services available to the SCSEP-eligible population.

We appreciate the opportunity to be a partner with the Utah SCSEP program.

Sincerely,

/s/

Sandy Hunter
Public Affairs Specialist



DAVIS
APPLIED
TECHNOLOGY
COLLEGE
A UCAT CAMPUS

Facility Services Director

February 4, 2008

To Whom It May Concern:

The Davis Applied Technology College has been participating for the last 15 years, hosting the State of Utah / Davis County Senior Community Service Employment Program funded by the Title V. It has been a pleasure working with Ron Burris and this program. Several departments at the College have benefited from this program.

If you have any questions or concerns, please don't hesitate to call me. Thank you.

Sincerely,

Kent Thorsted
F/S Director

Kent Thorsted, F/S Director Phone: (801) 593-2430 Fax: (801) 593-7930 E-mail: kjthorsted@datc.edu

550 East 300 South • Kaysville, Utah 84037-2699 • Phone 801.593.2500 • www.datc.net



DAVIS COUNTY HEALTH DEPARTMENT

ENVIRONMENTAL HEALTH SERVICES DIVISION

Delane D. McGarvey
M.Ed., EHS
Division Director

99 South Main Street
P.O. Box 618
Farmington, UT 84025-0618

Tel: (801) 451-3296 or
(801) 444-2300, ext. 3296
TDD: (801) 451-3228
Fax: (801) 451-3122

February 11, 2008

Ron Burris
Dept. of Aging Services
Davis County

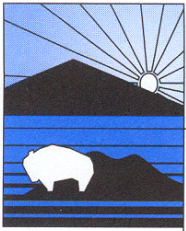
Dear Mr. Burris,

As per your request I am writing to express my pleasure in working with your program and helping to incorporate seniors back into the work force. We had the pleasure last summer of helping to train a very nice woman. After she left our office she was able to move into a position for further training that led to a job.

We are a small, but very dynamic office that affords much in the way of training. We would be pleased to offer our services to others looking to reenter the work force.

Sincerely,

Ann Workman
Office Manager
Environmental Health Services Division



DAVIS COUNTY HEALTH DEPARTMENT

Davis County Courthouse Annex
PO Box 618
Farmington, Utah 84025

Administration

Lewis R. Garrett, M.P.H.
Director of Health
Courthouse Annex
50 East State Street
Tel: (801) 451-3343
Fax: (801) 451-3242

Environmental Health Division

Delane D. McGarvey,
M.Ed., E.H.S.
Associate Director
99 South Main St.
Tel: (801) 451-3296
Fax: (801) 451-3122

Family Health & Senior Services Division

Sally Kershnik,
R.N., M.P.A.
Associate Director
Courthouse Annex
50 East State Street
Tel: (801) 451-3315
Fax: (801) 451-3144

March 10, 2008

Darren Hooten

Dear Mr. Hooten:

This letter is to confirm that Davis County Government supports the State of Utah as a state contractor and administrator for the Title V, Senior Community Services Employment Program (SCSEP). Davis County Government in partnership with the State of Utah is a sub-grantee and administers the SCSEP in Davis County. The County will continue to honor its commitment to the SCSEP.

Davis County also provides work sites and training to the SCSEP participants. All SCSEP participants are required to complete a Davis County Application for Employment so they may be considered for jobs as they become available. SCSEP participants have been hired into County jobs. Davis County as a sub-grantee and host agency provides support services to SCSEP participants in order for them to be more productive in training and on the job. Some of the support services that have been provided are housing assistance, Part D Medicare education and enrollment assistance, medical preventative assistance and education, mental health services, referral to rehabilitation services, nutrition and legal services referral and many other services.

Davis County Government continues to support the State of Utah in their efforts to continue as provider for the SCSEP. This is a very valuable program for Davis County residents.

Sincerely,

Sally Kershnik, RN, MPA
Associate Director of Health

SK/cn

cc: Ron Burris



File Code: 1830

Date: January 29, 2008

Mr. Darren Hotton
State of Utah, Division of Aging & Adult Services
120 North 200 West, Room 325
Salt Lake City, UT 84103

Dear Darren:

The U.S. Forest Service has reviewed and would like to pledge its support of the PY 2008-2011 Utah State Plan formerly known as the State Senior Employment Services Coordination Plan. We will cooperate and work as a host agency with the State of Utah and SCSEP grantees and participants to achieve the SCSEP goals and mission outlined in the State Plan.

We believe that our office host sites located throughout the state in both rural and urban areas will facilitate serving the target population. The service to the public by Forest Service hosted SCSEP participants will be invaluable and they will receive the training needed to develop valuable communication, computer, facility maintenance and public service skills to help them transition to unsubsidized employment.

If you have any questions please call me at (801) 625-5458 or e-mail blyons@fs.fed.us . We appreciate your interest in helping the wonderful seniors in our state and are looking forward to working with you, the SCSEP grantees and other partners.

Sincerely,

BILL LYONS
Youth , Volunteer, & Hosted SCSEP
Programs Coordinator



SALT LAKE COUNTY

AGING SERVICES

PETER M. CORROON
Salt Lake County Mayor

Jean Nielsen
Human Services Department
Director

AGING SERVICES

Shauna O'Neil
Aging Services Division
Director

Salt Lake County
Government Center
2001 South State Street
Suite S-1500
Salt Lake City, UT 84190-2300

801 / 468-2454
801 / 468-2852 fax
801 / 468-2480 v/tdd

agingservices@slco.org
www.slcoagingservices.org

801 / 468-2480
www.55plusbook.org
information and referral

PROGRAMS:

ALTERNATIVES
IN-HOME SERVICES
CAREGIVER SUPPORT
CHORE SERVICES
FOSTER GRANDPARENTS
HEALTHY AGING
LEGAL SERVICES
MEALS ON WHEELS
OUTREACH/OMBUDSMAN
RSVP/BRIDGES/VOLUNTEERS
SENIOR CENTERS
SENIOR COMPANIONS
SENIOR EMPLOYMENT
TRANSPORTATION

*Fostering independence
for Salt Lake County's
older generations by
offering advocacy,
resources, and volunteer
opportunities.*

April 22, 2008

Alexandra Kielty
U.S. Department of Labor/ETA
Office of Workforce Investment
Division of Adult Services, Room S-4209
200 Constitution Avenue, N.W.
Washington, D.C. 20210

Dear Ms. Kielty,

Salt Lake County's fastest growing age group is those age 60 and older. As the County's older population continues to grow in both size and age, Salt Lake County Aging Services has placed a greater emphasis on meeting the needs and problems of the older, more frail and vulnerable elderly.

As the Program Manager for the 18 Senior Centers in Salt Lake County, I see the importance and significance of older adults maintaining their independence, their health and well-being, and their economic self-sufficiency. These can be considerable challenges for many of our participants. One of the programs that provide services to meet some of these challenges is the Salt Lake County Aging Services Senior Employment Program. The Title V Program that they offer oftentimes can bridge the gap for helping our participants maintain their independence.

Individuals participating in this program are provided opportunities to not only address their economic needs, but their social needs as well. Having a specific goal every day and accountability can make all the difference in an individual's self-respect, mental health, and physical well-being.

The Salt Lake County Aging Services Senior Employment Title V Program provides a necessary service to the entire county and our aging population. We partner in providing training opportunities and have oftentimes been able to hire many of the participants. We support the Utah State Plan for SCSEP in meeting the ongoing needs of seniors in Salt Lake County.

Sincerely,

David Turner
Program Manager



SALT LAKE COUNTY

AGING SERVICES

PETER M. CORROON
Salt Lake County Mayor

Jean Nielsen
Human Services Department
Director

AGING SERVICES

Shauna O'Neil
Aging Services Division
Director

Salt Lake County
Government Center
2001 South State Street
Suite S-1500
Salt Lake City, UT 84190-2300

801 / 468-2454
801 / 468-2852 fax
801 / 468-2480 v/tdd

agingservices@slco.org
www.slcoagingservices.org

801 / 468-2480
www.55plusbook.org
information and referral

PROGRAMS:

ALTERNATIVES
IN-HOME SERVICES

CAREGIVER SUPPORT

CHORE SERVICES

FOSTER GRANDPARENTS

HEALTHY AGING

LEGAL SERVICES

MEALS ON WHEELS

OUTREACH/OMBUDSMAN

RSVP/BRIDGES/VOLUNTEERS

SENIOR CENTERS

SENIOR COMPANIONS

SENIOR EMPLOYMENT

TRANSPORTATION

April 15, 2008

In order to provide greater service to those community agencies with whom we partner, the Salt Lake County Aging Services Retired and Senior Volunteer Program and Senior Community Service Employment Program have agreed to collaborate and provide reciprocal referrals for the purpose of providing training or service opportunities to the more appropriate program.

Both Salt Lake County Aging Services programs assist community agencies throughout Salt Lake County to increase services to their respective constituents. It is agreed that instead of leaving a request for assistance left unmet, the program will refer the opportunity to the other program for potential Host Agency or Volunteer Station development. Therefore, it is believed that not only is there an enhancement of opportunities for constituents (participants or volunteers), but there is also increased service delivery opportunities for agencies and programs throughout Salt Lake County.

Barbara Drake
Program Manager
RSVP

Charlotte Kuhn
Program Manager
Senior Employment Program

*Fostering independence
for Salt Lake County's
older generations by
offering advocacy,
resources, and volunteer
opportunities.*



**SALT LAKE
COUNTY**

PETER M. CORROON
Salt Lake County Mayor

2001 South State Street
Suite N-2100
Salt Lake City, UT 84190-1020
801 / 468-2500
801 / 468-3535 fax

February 29, 2008

Alexandra Kielty
U.S. Department of Labor/ETA
Office of Workforce Investment
Division of Adult Services, Room S-4209
200 Constitution Avenue, N.W.
Washington, D.C. 20210

RE: State of Utah
Senior Employment Services Coordination Plan For 2008

Dear Ms. Kielty:

This letter serves as confirmation of participation in the development of the 2008 State of Utah Senior Employment Services Coordination Plan of Salt Lake County, through representation of the Human Services Department Division of Aging Services Senior Employment Program.

Salt Lake County values the opportunity to be a part of providing advice and recommendations, and collaborating with other organizations in Utah to develop plans for serving older adults seeking employment training and assistance.

Sincerely,



Peter Corroon, Mayor
Salt Lake County



Jean Nielsen, Director
Human Services Department